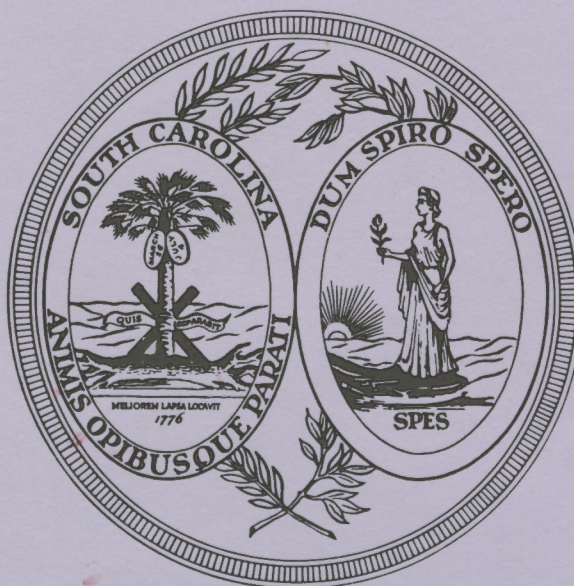


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SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES



ANNUAL REPORT 1991-1992

Printed Under The Direction Of The
State Budget And Control Board

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STATE DOCUMENTS

To His Excellency, Governor Carroll A. Campbell, Jr., and the Honorable Members of the General Assembly of South Carolina:

In compliance with the requirement of Section 43-1-210 of the South Carolina Code of Law, 1976, the fifty-fifth Annual Report of the Department of Social Services is hereby submitted for transmittal to His Excellency, the Governor, and to the General Assembly of South Carolina. Upon request, the Department will furnish the Governor or the General Assembly any special reports and any statistical or financial information not included in this report.

This report summarizes the activities of the Department of Social Services during the fiscal year which ended June 30, 1992. During the year the Department sought to meet its responsibilities under extremely challenging circumstances. The state of the economy produced a significant increase in the number of citizens eligible for assistance benefits. There also was a dramatic surge in the number of children who needed care in residential treatment facilities for severe emotional and/or behavioral problems. Furthermore, mandated reductions in the Department's state appropriations placed additional constraints on a severely strained budget.

However, strong budget reduction measures were adopted, thereby eliminating a projected deficit of \$15 million for FY 91-92.

The agency continued to meet its mandated responsibilities in an exemplary manner during a period of transition following the legislative resolution which dismissed the Department's State Board on March 3, 1992. In addition, this legislative action redefined the role of County Boards and made County Directors accountable to the Commissioner.

We offer our special thanks to the Governor, the General Assembly, other state agencies, and members of various advisory committees who made possible the delivery or enhancement of quality services to the citizens of our state.

Respectfully yours,

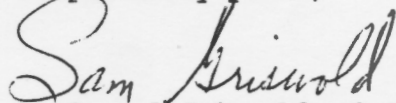

J. Samuel Griswold, Ph.D.
Interim Commissioner

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SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES

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Central Program Operations..... Ms. Barry G. Dowd

Deputy Commissioner,
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Self-Sufficiency..... William E. Middleton, Ph.D.

Deputy Commissioner,
Management Support Services..... J. Kenneth Shealy

Deputy Commissioner,
Community Program Operations..... Vacant

Audits..... William C. Hall

General Counsel..... N. Bruce Holland

INTRODUCTION

The South Carolina Department of Social Services (DSS) traces its origins to a 1779 law which provided for the establishment of a Board of Regents to have charge of institutions maintained by the state. After the establishment of the State Hospital in 1821, no further legislation was enacted for the state's handicapped and disadvantaged individuals until 1868.

The Poor Law of 1870 provided that indigent persons would be taken care of in poor houses or poor farms in each county. Defects in the law, together with the lack of enforcement and inadequate funds, resulted in a haphazard system of alleviating distress.

In 1920 the State Board of Public Welfare replaced the State Board of Charities and Corrections which had been established in 1915. The State Board of Public Welfare functioned until 1927 when it was abolished as an economy measure. The temporary Department of Public Welfare, set up in 1935, was the outgrowth of the Emergency Relief Administration. Also, County Departments were organized in all but three of the 46 counties of the state. An excellent program of community organization was developed throughout the state, thus laying a lasting foundation upon which to build a permanent Department of Public Welfare.

The permanent State Department of Public Welfare was instituted on May 13, 1937, by the approval of the Public Welfare Act 560 which also created a State Board of Public Welfare. By an Act of the General Assembly and approval of the Governor on May 8, 1972, the names of the State and County Welfare Departments were changed from "Public Welfare" to "Social Services."

The primary functions of the South Carolina Department of Social Services are to administer activities and, through the county DSS offices, deliver services, under the following programs: Aid to Families with Dependent Children (AFDC); Food Assistance; Work Support; Human Services on behalf of eligible children, adults, and families; and Self-Sufficiency to help assistance recipients become economically independent. In addition, the agency administers Child Support Enforcement activities and Adoption and Birth Parent Services through the State Office and area offices.

During FY 91-92, DSS continued its emphasis on a holistic approach to client services, thus causing the agency to enhance its efforts of promoting self-sufficiency activities for those clients able to work and attempting to maintain a timely delivery of benefits and quality services to its other clients under severe economic conditions which resulted in a soaring increase in food stamp, AFDC and Medicaid caseloads.

As a guide in its efforts to meet its responsibilities to clients, the agency has adopted an agency mission statement, a quality policy, two guiding principles, and two dominant management objectives.

The agency's Mission Statement reads: "The mission of the South Carolina Department of Social Services is to improve the quality of life of eligible citizens, as established by state and

federal law, by assisting those individuals to attain their highest level of functioning."

The DSS Quality Policy stipulates: "It is the policy of the Department of Social Services to promote a work environment that encourages each staff person in the Department of Social Services to perform each duty exactly as required or cause the requirements to be officially changed to what the agency and its clients really need."

The Guiding Principles mandate the following:

1. To respect the humanity and dignity of each person for whom the agency delivers quality services.
2. To respect the humanity and dignity of each staff person.

The two Dominant Management Objectives require the following:

1. Efforts to provide quality client services.
2. Efforts to promote self-sufficiency, with focus on the family.

Constant awareness of the challenges of accelerated social changes has brought the agency to the realization that the most efficient and effective approach to delivering economic and human services in South Carolina is to ensure that each staff person, at every level within the agency, embraces a continuing commitment to quality service and quality work where quality is defined as "knowing the specifics of one's job and doing the job right the first time."

On March 3, 1992, the General Assembly passed a Joint Resolution concerning the Department. This act dissolved the State Board of Social Services, vested authority of that board in the State Budget and Control Board (BCB) and directed the BCB to appoint an interim commissioner to run the agency, and gave him direct authority over the county directors who formerly answered to county boards which were made advisory.

On May 19, 1992, the Department was restructured and, in addition to the Office of the Interim Commissioner, five offices under the authority of deputy commissioners were established: Central Program Operations, Human Services and Self-Sufficiency, Community Program Operations, Management Support Services, and Fiscal and Information Resource Management. However, the Office of Community Program Operations was vacant as of June 30, 1992, because resources were not available to fund the position.

This annual report summarizes the programs and activities of the various divisions as they strived to provide quality services to eligible clients during FY 91-92.

OFFICE OF THE INTERIM COMMISSIONER

The Office of the Interim Commissioner has the primary responsibility to direct the various functions of the Department in carrying out activities designed to achieve the agency's mission, under the policy direction of the South Carolina Budget and Control Board (BCB).

After the Interim Commissioner was named to assume leadership of the agency by the BCB on March 5, 1992, his first priority was to address a projected deficit of nearly \$15 million by the close of FY 91-92. Accordingly, he implemented a harsh deficit reduction plan which placed a hard freeze on all hiring. No purchases were made unless absolutely essential to client service delivery. Acquisition of new equipment came to a halt, and only travel essential to the direct delivery of services to clients was allowed. In addition, major reductions in the operating budgets of all units in the State Office and some reductions in county office operations were imposed. As a result of this stringent regimen, the agency ended FY 91-92 without a deficit.

During his first month at the agency, the Interim Commissioner observed that "agency tradition" did not promote accountability among program managers for their individual budgets, a fiscal feature needed to manage efficiently and effectively the programs of the agency. He therefore called for a "Zero-Based" budget process established on program priorities, whereby all Department heads and program managers prepared their budget requests for next year by justifying every dollar to be spent instead of accepting the base from the previous year. Through this process managers are expected to take ownership of their budgets and get help from their staff in setting spending priorities. This involves more people in the planning process and makes more people accountable for dollars spent in their program area. In addition, the process could lead to the expansion of some programs and the reduction or elimination of others.

A strong proponent of collaborative management, the Interim Commissioner began holding a series of meetings with staff in the State Office and regional meetings with county board members, directors, and staff. The emphasis in these meetings was to assure staff they had a unique opportunity to help shape the future of the agency by demonstrating strong professionalism, dedication, and the principles of total quality management.

These meetings produced three direct results. The first was the operationalization of the new relationship between the Interim Commissioner and county directors, with the latter reporting directly to the Interim Commissioner in accordance with the March 3, 1992 legislative mandate. Second, roles of county boards were redefined and broadened to enhance their volunteer service to the agency. These County Advisory Boards will now focus on (1) educating groups and individuals in their local communities about services available through the Department, (2) seeking to understand the social needs of county residents and articulating those needs to the Department and others who can provide services, (3) participating in needs assessment activities conducted by the

Department or other social services agencies, and (4) providing input to the county director on the community's perception of the effectiveness of its county director and office in delivering social services and submitting to the appropriate State Office authority information regarding the county director's job performance.

The third result was a mutual agreement among those involved in the meetings that the Department is top-heavy. To remedy this situation, the Interim Commissioner flattened the organizational structure in the State Office and delegated authority and responsibility down to the lowest feasible level. Resources freed up through this change were diverted to direct service delivery.

Because of his commitment to bring to this agency some new perspectives, the Interim Commissioner contracted with the Productivity and Quality Services (PQS) Section of the Human Resource Management Division to conduct a review of the agency. Their review, whose findings will be presented in a draft report early in January 1993, includes a functional analysis of each program area in the DSS central office and a review of each program area's mission and objectives. PQS is identifying the essential services each program area provides to its internal and external customers and will also make recommendations on the effects attrition would have on the essential services provided by these program areas. The consultant team is reviewing agency documents and conducting formal interviews with managers. Also, PQS will survey a random sample of agency employees ("focus groups") at the central office and the county level.

Other issues the Interim Commissioner focused on since assuming leadership of the agency include providing the finest training for county staff and overseeing the administration of the agency service delivery system. In response to the May 1991 Legislative Audit Council Report whose recommendations he proposes to implement, he has addressed the manpower situation throughout the agency and promoted a more effective monitoring system to help protect children within the system.

Challenges still exist within the agency, especially those resulting from a shortage in financial and human resources. However, the Interim Commissioner has stated his strong belief in the ability of staff to confront these situations and through patient effort to create a "new" agency that will attract persons wanting to make a career of social services.

Governmental Affairs

The Director of the Division for Governmental Affairs emphasizes the identification, assessment and monitoring of state and federal legislation impacting the department. Special attention is given to the coordination of activities and enhancement of communicating with local county offices on legislative initiatives.

The division also has the responsibility to coordinate, communicate, negotiate and improve harmony and working relationships between the Department and local, state and federal governmental offices. It provides assistance in drafting legislation, policy, procedures and regulation changes. This division also monitors

important legislation impacting the Department and keeps the Commissioner and Executive Staff informed of its progress.

The division may represent the Department to various governmental offices, political groups, public and private organizations through written and verbal communication. The office serves as the link between the General Assembly and the agency. It provides assistance in developing, implementing, and monitoring legislation impacting the agency. Upon request, it also provides research to Executive Staff and program directors.

FY 91-92 Legislation Which Impacted the Department

1. S. 263. Prohibits the release of identifying information pertaining to an adoption and provides penalties for violations.
2. H. 3315. Provides for a removal hearing when adoptive parents have received an adoptee, but no petition has been filed.
3. H. 4344. Allows for out-of-court statements of children of divorced or separated parents during child abuse and neglect proceedings, if the statements are made by the child to a law enforcement official, an officer of the court, a licensed family counselor or therapist, a physician or other health care provider, a teacher, a school counselor, a DSS staff member, or to a child care worker in a regulated facility.
4. H. 4432. Creates felony criminal offense of homicide by child abuse and provides penalties to include aggravating and mitigating circumstances (includes provisions of S. 1354 and H. 4503 to require the disclosure of communications between spouses during any child abuse and neglect or child homicide proceeding).
5. H. 3850. Requires that DSS cooperate with law enforcement and solicitors and establish procedures to facilitate the referral of child protective services cases. It also provides that when, during the course of a DSS sexual abuse investigation, the facts indicate violations of criminal law, law enforcement agencies must be notified by the local child protective agencies within 24 hours and an incident report must be filed.
6. S. 1012. Creates the new classification of child abuse and neglect reports to be known as "Affirmative Determination" in the Statewide Central Registry of Child Abuse and Neglect. Indicated reports of abuse and neglect are to be converted to the category of "Affirmative Determination" upon the family court's determination that abuse or neglect did occur. Additionally creates an appeal process within DSS to review indicated reports that are not being brought before the family court for disposition. Indicated reports and affirmative determinations may be maintained on the Central Registry only when accompanied by a description of the services being provided the child and those responsible for his care, as well as all relevant dispositional information.
7. H. 3885. Deletes the provision that long-term leases for child care programs must be with not-for-profit corporations and allows the school district to enter into leases with any corporation.

8. H. 3434. Provides that an attorney-client relationship is not created between the S.C. Department of Social Services and the recipient of child support services when an assignment of the right to child support has been given to the state by the recipient of the services.
9. H. 3168. Provides that during a procedure to terminate parental rights, a request for support by the child's custodian, is a circumstance that the court may consider in determining whether a parent has willfully failed to support a child.
10. S. 1253. Provides for Family Court jurisdiction in domestic litigation to issue consent orders authorizing parties to engage in any form of alternative dispute resolution.

Ombudsman

The purpose of the Division of the Ombudsman is to assist the Commissioner and the public by intercepting inquiries/complaints and expediting resolutions in a professional manner.

On a daily basis, the division receives calls and/or correspondence from customers who communicate complaints or seek explanations about program procedures or staff decisions which result in a denial of benefits or actions taken in child protective services cases. This office examines the validity of the complaint lodged against the Department by making inquiries of the complainant and appropriate staff persons (in the state or county offices) involved, or by researching applicable statutes. On occasion, the division represents the agency at external functions and responds to the media and to inquiries of federal/state legislators and officials. In other instances, judgment or expertise in specific program information is applied to resolve concerns.

(This division is in its conceptual and functional stages although it has not been officially established.)

Public Affairs

The Division of Public Affairs is committed to assisting management staff in arriving at a better understanding of the needs and interests of the media, telling the DSS story in ways the public can understand and promoting good media relations.

In striving to achieve that mission, the division maintains a comprehensive public information program appropriate to the needs of the Department's various service entities, provides technical assistance to state and county personnel, and maintains regular contacts with the media.

Efforts to promote a greater understanding of the programs and services of the Department resulted in a busy FY 91-92. The division informed the public about several agency activities, including but not limited to, child support collections and initiatives to locate absent parents; Teen Pregnancy Awareness Month, Child Abuse and Neglect Prevention Month, Older Americans Awareness Month, and Adoption Awareness Month; the increase in food stamp and AFDC caseloads; Medicaid programs for the aged, blind or disabled; the summer food program for eligible children; and the recoupment of food stamp and AFDC claims.

As part of its effort to disseminate information, the division prepared audio-visual information packages for use within the agency, public service announcements, brochures and/or posters. The division also prepared news conferences, coordinated interviews with the media and the appearance of certain agency staff on television and radio talk shows, performed actualities for radio newscasts, and staffed information booths at certain events.

Other activities included maintaining clippings of news releases about the Department, updating the "American Public Welfare Association Directory," and providing the media with notices of public meetings and alerts of fast-breaking agency events.

On a daily basis division staff processed numerous phone inquiries from media representatives, government officials, and state residents. Through the preparation of the annual report, staff informed the Governor, the General Assembly and other entities about agency responsibilities, programs, initiatives and accomplishments. Quarterly Comment provided news of general interest to state and county agency employees, while a monthly publication kept readers informed about the proceedings of the S.C. Board of Social Services and of the activities of the Interim Commissioner after his appointment to that position by the Budget and Control Board on March 5, 1992.

OFFICE OF AUDITS

The Office of Audits is responsible for professional and independent audits and reviews conducted in all areas within the Department of Social Services and is an appraisal function established to examine and evaluate activities and to maintain fiscal integrity as a service to the agency. The objective of the office is to assist management in the effective discharge of their responsibilities. To this end, the office furnishes management with analyses, appraisals, recommendations, counsel, and information concerning the activities reviewed. The office is responsible for reviews in the following areas:

1. Internal audits/reviews of agency operations for efficiency and effectiveness.
2. Audits of purchase services contracts.
3. Audits of agency direct operations.
4. County administered programs (Foster Care, Emergency Relief, Protective Services, Commodities, Project Fair and County Administrative Costs).
5. County Food Stamp Program Management Evaluation (ME) Reviews.
6. Federal assistance programs.
7. Special requests.
8. Food Stamp Program audits of coupon inventories, issuance requirements, reporting and recordkeeping, reconciliation, and security and control.
9. Reviewing organization-wide or program specific audits received from agency subrecipients.
10. Audits of Child and Adult Care Feeding Program and Title XX Proprietary Providers.
11. Social Services Program Compliance audits.

The Office of Audits maintains a tracking system for all audits conducted during the fiscal year.

OFFICE OF GENERAL COUNSEL

The Office of the General Counsel serves as the legal arm of the Department and provides legal advice and assistance to all program areas of the agency. Legal Services are provided in two broad areas: Agency Legal and Family Legal.

The Agency Legal Division defends the agency in all legal matters (including employee grievances), reviews all agency contracts, collects delinquent debts owed the agency, evaluates the legal impact of proposed statutes and promulgates regulations.

The Family Legal Division provides trial representation in termination of parental rights actions and serves as agency liaison with circuit solicitors who provide legal services to DSS county offices in child abuse and neglect cases.

Members of the legal staff regularly participate in providing training in all agency levels, including program case work certification training. The legal staff handles all judicial reviews of agency administrative hearings provided to all service providers and recipients who have appealed an agency decision adverse to them. Also this office handles appeals to the S.C. State Supreme Court.

The Office of the General Counsel is composed of eight attorneys and four support persons.

Investigation

The Director of the Division of Investigation (DOI) has the primary responsibility of ensuring the integrity of all programs administered by the agency by investigating complaints of recipient fraud, embezzlement and employee fraud and conducting employee background investigations. Other responsibilities include:

1. Training of county and state office staff on matters relating to the investigation of claims and prosecution of cases in magistrate's court.
2. Providing technical support to county offices in the development of Intentional Program Violation (IPV) and potential fraud claims.
3. Providing criminal history records via on-site SLED terminal for foster care and adoption background investigations.
4. Coordinating activity involving the use of food coupons by state and local law enforcement agencies for investigative purposes and trafficking as the state's designated USDA "State Law Enforcement Bureau."
5. Coordinating with the United States Department of Agriculture the Interstate Match Project for duplicate food stamp recipients within the Southeastern Region and processing claims related to these matches.
6. Providing forensic examination of questioned documents and signatures for state office and county office use in determining benefit replacement and for investigative purposes.

7. Providing periodic physical security surveys of county/state offices.
8. Serving as agency liaison with other law enforcement and regulatory agencies in and out of state.

**OFFICE OF DEPUTY COMMISSIONER
FOR CENTRAL PROGRAM OPERATIONS**

The Office of the Deputy Commissioner for Central Program Operations has the administrative/management responsibilities for staff development and training activities for all agency employees; compliance review functions through program quality assurance for all human services and self-sufficiency programs; planning and research activities for the agency; emergency welfare services coordination; child and adult food services operations; and child day care licensing and regulatory services.

Food Service Operations

The Director of the Division for Food Service Operations plans, implements, administers, evaluates and directs the operation of the Child and Adult Care Food Program, Summer Food Service Program, the Emergency Food Assistance Program and the Soup Kitchen/Food Bank Program. These programs provide food to the needy citizens of South Carolina.

Eleven professional and two clerical positions provide technical assistance, training and consultation to county offices, sponsors, providers and other contractors regarding program operations and policies and procedures. In addition, the division approves organizations for participation in the programs and monitors their compliance with program regulations and policies.

Licensing and Regulatory Services

The Director of the Division for Licensing and Regulatory Services coordinates and administers the issuance of regulatory permits of operation to child day care facilities for the State of South Carolina.

During FY 91-92, the division came under the Office of Central Program Operations. Regulatory staff is responsible for providing technical assistance and consultation in the development of new and currently regulated child day care facilities. The staff is also responsible for the monitoring of licensed publicly funded child day care facilities throughout the state. In addition, development and facilitation of changes in regulations for child day care facilities are responsibilities of the division.

As mandated by regulations, statute and the regulatory process, the Department ensures minimal levels of protection and supervision of children enrolled in private and publicly funded child day care facilities.

During FY 91-92, the division licensed, registered and approved 3,428 facilities. This includes 337 group day care homes, 1,545 family day care homes and 1,546 day care centers.

Planning and Research

The Director of the Division for Planning and Research is responsible for short- and long-range planning to support the accomplishment of Department goals; executing program evaluations; providing research and conducting staffing studies; statistical and analytical assistance throughout the agency; and coordinating emergency welfare services. The activities of the Planning Branch include the identification of data needs, development of methods to respond to internal and external reporting requirements, provision of technical assistance to state and county office staff on new projects and initiatives, and consultation on the implementation and evaluation of action plans. The Research and Analysis Branch of the division provides research, statistical and management reports. The Emergency Welfare Planners coordinate with state and federal agencies to develop state level plans and procedures and to provide support to county offices in the event of a disaster.

Planning

During FY 91-92, the Planning Branch emphasized the development of evaluation methods for programs, updating staffing studies, fulfilling requests for special reports and providing data for DSS special initiatives and committees.

Major accomplishments of the branch included the following:

1. Conducting a pilot study for Interactive Interviewing in Richland County DSS. The purpose of the project was to maximize the use of the CHIP System given the increase in the number of applicants and the overall caseload size for Economic Services.
2. Conducting an Economic and Human Services staffing study in cooperation with the areas of Children, Family and Adult Services, Economic Administration and Management Support, Personnel and Budgeting and Cost Allocation Systems. The purpose of the study was to seek information on the average time required to conduct individual work activities, which resulted in validating and calculating statewide staffing needs for each program.
3. Structuring a proposed evaluation component for the Electronic Benefits Transfer System (EBT). The evaluation instrument was designed to obtain information that may be used by the agency management staff to make decisions regarding the EBT System as a cost effective method in delivering AFDC and Food Stamp benefits to recipients.
4. Providing a coding and sampling system for case reviews in Adult Services and Program Quality Assurance divisions. This system will improve selecting a representative random sample which will permit confident generalization from the sample to a large population.
5. Assessing the progress of the Teen Companion Program in achieving its goal of teen pregnancy prevention from 1986 to the present. The Planning and Research staff conducted a program review and assessment to identify the strengths and weaknesses in the program's goal achievement. These actions will lend credence for expanding the program.

6. Providing the State Budget and Control Board's Economic Assessment Division data obtained through the use of a "Client Satisfaction Survey" to determine factors that are contributing to dramatic increases in caseloads, especially the AFDC Program.
7. Conducting an update of the Medicaid Staffing Study involving County DSS Offices. By using caseworkers' activity time estimates, current staffing needs for Medicaid Programs were computed.
8. Cooperating with the Governor's Steering Committee on Health Policy and Data Integration in gathering data on health issues and information on health care data in South Carolina. Two surveys "Pressing Health Issues" and "Health Data Sets" were used to collect the desired data for subsequent analysis and utilization.

The Planning Branch staff also engaged in relevant activities that facilitated agencywide planning. It frequently prepared ad hoc reports which reflected up-to-date demographic, service delivery, client profiles, and case management data.

Research and Analysis

During FY 91-92, Research and Analysis collected, compiled and processed various program statistical data for both internal and external utilization. The branch applied both descriptive and inferential statistical techniques to produce materials which would be valuable to organizations and people of all walks of life. Most of these statistics were published in a monthly document entitled Statistics.

Research and Analysis also provided technical assistance to other departments in matters of research, experimental design, sampling, surveys and other statistical methods for both qualitative and quantitative studies. The staff of the branch participated in several meetings intended to improve the quality of performance within the agency.

The branch has been timely in filing the various federal reports in accordance with regulations as well as responding to ad hoc requests for statistical information from both within and outside the agency. Members of research-oriented and academic institutions continued to seek assistance from the branch.

Research and Analysis continued to serve as the agency's representative on the project studying the status of children in South Carolina. This project is being undertaken by the Division of Research and Statistics Services of the Budget and Control Board. The unit has also worked periodically with other public and private agencies.

- Emergency Welfare Service Planning -

The Emergency Welfare Service (EWS) Planners assisted county directors in their development, review and exercise of EWS plans and procedures, and coordinated with state and federal agencies and developed plans and procedures to ensure support for county offices in the event of a disaster.

Major activities of the EWS planners included the following:

1. Provided technical assistance and coordinated required support to twenty-two (22) county DSS offices affected by seven (7) major disaster exercises involving five (5) nuclear facilities and two (2) hydroelectric dams.
2. Developed a three-hour EWS Training Package, pursued and received accreditation by the State Board of Social Work Examiners, and conducted three (3) training sessions for state and county staff.
3. Reviewed/revised ten (10) state-level disaster response and recovery EWS plans, and reviewed/revised EWS plans submitted by county DSS offices.
4. Provided on-site training sessions for selected staff of twenty-four (24) county offices.
5. Conducted workshops in a three-day state/federal hurricane seminar and a five-day disaster shelter seminar.

Program Quality Assurance

The Director of the Division for Program Quality Assurance is responsible for evaluating, on a sample basis, the economic assistance programs (Aid to Families with Dependent Children, Food Stamps and Medicaid). This evaluation measures the state's adherence to federal regulations and determines that recipients receiving benefits meet eligibility requirements. In addition, the division assumed responsibility for certifying counties as Medicaid providers of Targeted Case Management services and monitoring Family Day Care Homes as part of the alternate approval process for participation in the Child and Adult Care Food Program. Effective May 1992, the division became part of the Office of the Deputy Commissioner for Central Program Operations.

Staff Development and Training

The Director of the Division for Staff Development and Training (SD&T) is responsible for the agency's framework of training. Management duties encompass broad planning, intra/interagency coordination, assessment, evaluation and tracking. Training duties include design, facilitation and delivery of all orientation and supervisory certification courses as well as design and delivery of technical, specialized and developmental training for all staff.

SD&T utilizes an extensive resource facility including reference libraries, audio-visual equipment and media services. It also coordinates educational programs, maintains the agency's Training Information System and publishes the Annual DSS Training Plan.

During FY 91-92 most training activities were ordered suspended due to a lack of agency funds and travel restrictions. The division also lost one employee to temporary redeployment and two to retirement, cutting its professional staff by 50 percent.

- Management of Training: Planning & Review Process -

The division developed and published the 1991-92 agency Training Plan including all scheduled training activities and criteria for program and support areas.

The agency Training Advisory Committee was authorized by the Commissioner to establish standards for all DSS training. The purpose was to ensure better planning and coordination, higher standards for trainers, more realistic requirements and elimination of duplication among program areas. However, due to travel restrictions, committee activities were suspended.

Plans to contract with ETV network and regional viewing sights for multi-purpose, wide-audience training to reduce costs were shelved because of staff loss and uncertainty of agency plans.

- Certification Training -

SD&T develops and delivers all required supervisory certification programs for Economic Services, Human Services and Clerical Support. During FY 91-92, all supervisory certification programs were ordered suspended because of agency budget constraints. Despite numerous requests from counties, they have not been reinstated.

The division coordinated with the restructured Office of Human Services and Self-Sufficiency to develop a certification test for Human Service's delivery staff.

It organized, coordinated and directed six training sessions for Targeted Case Management totaling approximately 1,000 employees statewide, facilitating use of closed circuit TV for five sessions.

Staff also ordered, packed and shipped case record materials related to Targeted Case Management to 46 county offices.

- Recertification & Social Work Relicensing Training -

Based on statewide needs assessments and agency recertification requirements, SD&T provides developmental training for all staff. The purpose of this component is to ensure that program recertification requirements are maintained; assist staff in meeting social work relicensing requirements; improve relationships between service delivery staff and the public; and provide opportunity and motivation for professional growth.

For FY 91-92, SD&T developed training modules applicable to these objectives, but its schedule was ordered suspended due to agency budget constraints. A number of courses were converted into self-contained modules and made available for county-based training on request.

Plans for comprehensive management courses were also shelved due to budget restraints and the loss of staff.

SD&T coordinated with the divisions of Personnel, Support Services, Individual & Provider Rights, and Information Resource Management to plan training on the Americans with Disabilities Act and on dealing with sexual harassment -- for FY 92-93 delivery.

- Social Work Relicensing -

Social work relicensing requirements are mandatory for all employees licensed by the S.C. Board of Social Work Examiners. Because the agency had been successful "grandfathering" in many employees as licensed social workers, SD&T made a concentrated effort to assist them in offsetting the cost and time of the required 20 hours. It moved the focus of developmental training

to social-work oriented topics and contracted with MSW's for much of the training delivery. The demand for these sessions was overwhelming. However, activities were ordered suspended for FY 91-92, resulting in the loss of many licenses and forcing others to seek training on their own, often at great personal expense. Resources were published in the agency Training Plan with procedures for developing, conducting and facilitating local training for relicensing credits at minimum cost. SD&T also developed and implemented an administrative system for reviewing and approving in-house relicensing training.

- Specialized Training -

During FY 91-92, the Agency continued the Quality Improvement Process, an effort that impacts on all levels and functions of staff. Training through the Philip Crosby Quality Education System (QES) and Quality Work Groups (QWG) were held on a limited basis. A total of 129 employees were trained:

QES - 1 session (1 county; 2 divisions)

QWG - 3 sessions (3 counties; 2 divisions)

QIP Consultation - 4 sessions (4 counties; 2 divisions)

PC training courses in DisplayWrite 4, Lotus 1-2-3 and RBase for DOS were conducted for a number of county offices and state office divisions. This training is ongoing.

- Educational Programs -

The division coordinates educational programs offered by colleges and universities. During FY 91-92, it completed administration of the Benedict College BSW Program. Seven students completed the program in August 1991 with stipends paid by the agency.

It also coordinated statewide recruitment for the Limestone College BSW Block Program and developed educational leave program for child welfare employees in conjunction with USC; it was implemented in May 1992. Twelve current agency employees, eight prospective employees and others will be enrolled in the program.

- Resources Services -

SD&T provides consultation to identify training needs, develop curricula, locate training resources and facilitate sites as needed. This year, the division worked with all major programs and those counties which requested these services.

SD&T maintains a reference library relevant to program issues and training techniques. Its resources are available to agency staff upon request. It also maintains a video library of informative training materials for agency use. During FY 91-92, it computerized and catalogued all video tapes, film strips, books and modules.

The Media Unit maintains a large inventory of audio-visual equipment which is utilized by agency staff for training sessions and taping services. It also offers a wide range of media services including: electronic facilitation of training, conferences and meetings; taping of broadcasts and speeches; audio-visual module

design; public service announcements; copying, editing and distribution of audio and video tapes; and equipment repair. During FY 91-92, the Media Unit provided:

- 3 Commissioner's Comments.
- 112 Video copies/distributions.
- 6 Public Service Announcements.
- 7 Commercials.
- 15 Design/editing of video modules.
- 18 Conference/meeting tapings.

- Training Information System -

The Training Information System records and maintains individual training histories for all agency employees. The system tracks certification hours, administrative and developmental training, and external training hours required for program recertification. It includes over 60,000 training records.

- Monitoring and Tracking -

The Training Information System records and maintains individual training histories for all agency employees. The system tracks certification hours, administrative and developmental training, and external training hours required for program recertification. It includes over 64,000 training records. During FY 91-92, SD&T updated all records through 1992 and prepared management reports of training attendance for Targeted Case Management, Civil Rights Division and individuals upon request.

OFFICE OF DEPUTY COMMISSIONER FOR HUMAN SERVICES AND SELF-SUFFICIENCY

The Office of the Deputy Commissioner for Human Services and Self-Sufficiency has the responsibility for the administration, management and operation of the following areas: Adoption and Birth Parent Services, Adult Services, Child Protective and Preventive Services, Child Support, Economic Support, Medical Support, Substitute Care, and Work Support.

Adoption and Birth Parent Services

The goal of the Division of Adoption and Birth Parent Services is to provide counseling and support services for birth parents considering adoption and to establish a secure and nurturing home for each child for whom adoption is appropriate. The achievement of permanency for a child is viewed as the primary goal with the child as the primary client. The Division of Adoption and Birth Parent Services is in compliance with all regulations established for adoption services in South Carolina and is accredited by the Council on Accreditation for Families and Children, Inc.

To achieve this primary goal, the following services are provided:

1. Preparation of children for adoptive placement.

2. Post-placement services to families.
3. Counseling with birth parents.
4. Post-adoptive counseling for birth parents, adoptees, and adoptive families.
5. Recruitment and preparation of adoptive families.
6. Program development.
7. Community education and advocacy.
8. Training and consultation.

During FY 91-92, the Division of Adoption and Birth Parent Services was responsible for the placement of 304 children into 241 homes. Of that total, 298 children were placed by the Department of Social Services and 6 were placed by a provider agency. Included in the number of placements are 46 sibling groups, 195 "special needs" children and 108 school age children. Foster families adopted 164 of these children. As of June 30, 1992, a total of 1,063 children were eligible for Medical Subsidy, a total of 963 children were eligible for Supplemental Benefits, and 464 children were eligible for Adoption Assistance. At the end of FY 91-92, there were 361 white families and 154 minority families approved and waiting for placement.

The following chart identifies the children placed by age and race:

	White	Black	Bi-racial	Total
0-6 years	59	112	25	196
6-12 years	41	38	4	83
12 & older	13	10	2	25
TOTAL	113	160	31	304

The philosophy of the Division of Adoption and Birth Parent Services is that every child free for adoption or who can be freed will not be denied the opportunity to have a permanent family by reason of age, religion, race, ethnicity, residence, or handicaps. Thus, recruitment and community efforts are made to place every waiting child for whom adoption is the plan.

Continued emphasis has been placed on recruitment and preparation of minority families. The Department has continued to support the One Church, One Child program as an integral part of its statewide recruitment efforts.

The division is currently receiving two federal grants. One grant is entitled "Increased Adoptive Placements of Minority Children"; its objectives are threefold: (1) recruitment and approval of minority families, (2) identification and modification of system barriers which discourage minority family participation in the adoption program, and (3) development of effective recruitment strategies to reach minority families.

The second grant is entitled "Model System for Postlegal Adoption Services," and its primary objective is development of a coordinated and comprehensive system of postlegal services for adoptive families. Services shall include a coordinated team approach to service delivery; "warm line" telephone support; support groups for children, adolescents and parents; a retreat

for adoptive families/children; a children's conference; and postlegal adoption training for mental health and adoption staff.

The division has also received funds from the Health and Human Services Finance Commission to develop a respite care program for adoptive families. This network will consist of family and group care providers.

The division relies heavily on the assistance of the South Carolina Council on Adoptable Children (COAC) for recruitment of new adoptive families and support for adoptive families in need. It also works closely with Children Unlimited in providing adoption and recruitment services for children for whom the agency has few resources. Finally, the division is assisted by the Foster Care Review Board in providing all the protections afforded waiting children by law through periodic citizen review of each child's progress toward adoption.

Post-placement services are essential to the success of adoptive placements. The primary purposes of post-placement services are to provide support and appropriate assistance to the family, to facilitate decision making and to assist with problem solving. During FY 91-92, post-placement services were provided to 554 families. A total of 248 adoptions were finalized in FY 91-92.

Postlegal services are provided to adoptees, birth families, and adoptive families. The Department received 699 requests for counseling and non-identifying information. The Adoption Reunion Register allows for the exchange of identifying information to adult adoptees and birth families under conditions prescribed by law. In FY 91-92 the Reunion Register contained the names of 460 persons seeking a reunion. In addition, the division has implemented an intensive casemanagement project in one adoption area which is designed to assist post-placement and postlegal adoptive families.

Birth parent services are provided to birth parents who are uncertain about the permanent plan for a child and include counseling and help in locating community resources to meet health, housing and financial needs. In FY 91-92, the Department received 386 requests for birth parent services.

Adult Services

The Director of the Division for Adult Services is responsible for services to individuals aged 18 and older. Responsibilities included program planning and policy development. In addition, consultation is provided to county DSS staff for enhancing the uniform delivery of quality services.

- Alternate Placement and Management -

This service was phased out in October 1991. The funds were transferred to Adult Protective Services and some of the essential activities were transferred to Family Management Counseling.

However, Plans of Care were developed and monitored on 127 Adult Protective Services or Family Management Counseling clients placed by the agency in community residential care facilities.

- Adult Protective Services -

The purpose of Adult Protective Services is to protect individuals (aged 18 and older) who are senile, developmentally disabled, mentally ill, or likewise incapacitated from abuse, neglect or exploitation. During FY 91-92, 6391 adults received this service.

The Emergency Caretaker component of Adult Protective Services allows the agency to place immediately a responsible adult in the home to provide supervision and assistance. Shelter, medical care, food and clothing were provided for clients in crisis situations by utilization of the Adult Protective Services Emergency Fund.

Efforts have been made to educate the public concerning the South Carolina Adult Protection Law and Program. Workshops at conferences such as the Southeastern Regional Crime Prevention Training Conference, and State Association of Crime Prevention Officers workshops have provided a forum to explain the services available to vulnerable mistreated adults.

The General Assembly instructed the S.C. Long Term Care Council to study Adult Abuse, Neglect and Exploitation in South Carolina. A committee was formed during FY 91-92 to study the investigation of reports by various agencies and an Omnibus Adult Protection Statute was drafted.

Adult Services staff participated in surveys on elder abuse and neglect conducted by the American Public Welfare Association (APWA) and various states. Staff also participated in the programs of the National Association of Adult Protective Services Administrators (NAAPSA) and a staff member served as the regional representative from the Southeast for NAAPSA. NAAPSA met in Washington, D.C. with the APWA concerning the reauthorization of the Older Americans Act and the section dealing with Federal Funds for Elder Abuse.

During this fiscal year 3,972 new referrals for abuse, neglect or exploitation were received. Also county departments served as representative payee for 422 Adult Protective Services clients.

- Battered Spouse Program -

State funds of \$1,010,000 were appropriated for the Battered Spouse Program for FY 91-92. Emergency shelter services for spouse abuse victims were funded in Aiken, Beaufort, Charleston, Florence, Greenville, Greenwood, Horry, Laurens, Orangeburg, Spartanburg, Sumter, and York counties. The number of adult victims receiving shelter from these programs was 1,578.

The Department was designated as the administering agency for \$122,478 in federal Family Violence Prevention and Services Act funds. Contracts were awarded to enhance services to spouse abuse victims in Beaufort, Florence, Greenwood, Horry, Laurens, Richland, Spartanburg, and Sumter counties. Two abuser programs were funded.

- Homemaker Services -

Homemaker Services are major support services which provide assistance to families or individuals in overcoming specific barriers in maintaining, strengthening, and safeguarding their functioning in the home. This service is designed to improve the

quality of life by assisting parents in becoming more effective by the development of positive parenting skills and to help frail, ill and disabled adults live as independently as possible in order to prevent or delay institutionalization. During FY 91-92, service was provided to 3,619 clients.

Clients eligible for Homemaker Services fall into one of the following target populations:

1. Clients receiving protective services for adults or children in need of protection.
2. Frail, chronically ill or disabled clients who have not been determined to qualify for Medicaid-sponsored skilled or intermediate nursing care with priority given to those who live alone with no support system or with another individual who is also incapable of self-care.

Meetings were held with Social Service Aides from eight (8) counties to present information on case dictation. In coordination with the South Carolina Commission on Aging, eight (8) Social Service Aides were certified as Homemaker Home Health Aides. This coordination will continue in FY 92-93.

- Family Management Counseling -

The purpose of this service is to provide supportive counseling in financial and household management, in personal and preventive care, and in the resolution of family conflicts. The service also provides coordination with other service resources in the community. During FY 91-92, a service activity was added to allow home studies to be conducted as a part of this service. In addition, activities related to services to clients in community residential care facilities and assistance to individuals leaving delicensed/decertified facilities were added. One thousand three hundred twenty-nine (1,329) individuals or families received this service from DSS. County offices served as representative payee for 207 Family Management Counseling clients during the year.

- Personal Care Aide Services -

The objective of the Personal Care Aide Services is to restore, maintain and promote the health status of clients through home support, medical monitoring, client transportation and or escort services, and assistance with activities living.

Services are provided under the Community Long Term Care Aged/Disabled Waiver, the Aids/ARC Medicaid Waiver, and the Ryan White Act.

During FY 91-92, the program operated in 13 counties. One hundred twenty-six (126) Personal Care Aides successfully passed competency testing as required by the contract with the Health and Human Services Finance Commission. The training was done in conjunction with the South Carolina Commission on Aging. Fourteen registered nurses supervised 126 Personal Care Aides who provided services to 332 clients. The Department was reimbursed \$1,013,468.55 for the delivery of 94,786.7 units of service.

Child Protective and Preventive Services

The Director of the Division of Child Protective and Preventive Services (CPPS) oversees the duties of the state and local child protective services units in accordance with the "South Carolina Child Protection Act," South Carolina Code of Laws.

Child Protective and Preventive Services' goal of assuring consistent, timely, thorough and effective investigations of allegations of abuse and neglect has become increasingly difficult to maintain due to an increase in reports and CPS staff turnover.

- CPPS Responsibilities -

The division's responsibilities include the following:

1. Assigning and monitoring initial child protection responsibility through period review of services offered throughout the state.
2. Assisting in the diagnosis of known or suspected child abuse and neglect.
3. Coordinating referrals of known or suspected child abuse and neglect.
4. Measuring the effectiveness of existing child protection programs and facilitating research.
5. Planning and developing programs.
6. Establishing and monitoring a statewide central registry for child abuse and neglect.
7. Receiving and investigating reports of institutional abuse and neglect.
8. Providing community education.
9. Furnishing an annual report to the Governor and General Assembly.
10. Administering federal child abuse and neglect funds.

- Implementation of CPPS Responsibilities -

1. Program Reviews. During FY 91-92, the division completed four program reviews of the following counties' Child Protective and Preventive Services Unit: Abbeville, Edgefield, Fairfield and McCormick.
2. Coordination of Child Abuse and Neglect Referrals. The division receives and disseminates intrastate and interstate referrals on families which have fled the jurisdiction of CPS agencies. The following alerts were processed in FY 91-92:

Total Number of Alerts	162
Number of S. C. Alerts	49
Number of out-of-state alerts	113
Number of children involved	292

3. Institutional Abuse and Neglect. State Office staff are assigned the responsibility of receiving and investigating all reports of institutional abuse and neglect. During FY 91-92, 117 reports were investigated. The reports involved 62 cases in public institutions and 52 in private institutions. The number of indicated cases was 25, with 89 cases being unfounded. Thirty (30) cases were referred to law enforcement and/or the State Law Enforcement Division. Institutional abuse

training and/or ongoing consultation was provided by the Institutional Abuse Unit to the following facilities:

- a. Anderson Youth Development.
 - b. Boys Home of the South.
4. Emergency Caretaker Services. Emergency Caretaker Services is a program designed to avoid the unnecessary out-of-home placements of children and to support treatment plans for families by the placement of a responsible adult in the home to provide supervision to families. Participation by families is voluntary.
5. Day Care. Sixty-three (63) families received CPS Child Development Services as a treatment resource.
6. Staff Training. To assure the highest quality of services to abused and neglected children, State Office CPPS staff participated in the following:
- a. Conducted statewide Model for Casework Practice follow-up training for CPS and Foster Care staff.
 - b. Actively participated in the 16th Annual Conference sponsored by the Council on Child Abuse and Neglect.
 - c. In conjunction with the S. C. Medical Auxiliary, co-sponsored the Spring Conference, "Protecting Our Children: A Multidisciplinary Approach."
7. Community Education. State Office staff presented child abuse and neglect educational information to the following entities:
- a. Pee Dee Coalition.
 - b. Pee Dee Law Enforcement.
 - c. Department of Mental Retardation Caretakers.
 - d. Sister Care.
 - e. Rape Crisis Network.
 - f. ACLU.
 - g. S.C. Resource Center for Missing and Exploited Children Regional Workshop.
 - h. Edgefield County Police.
 - i. S. C. Perinatal Association.
 - j. S. C. Child Protection Advisory Committee.
 - k. S. C. ETV, WIS and WLTX television stations.
 - l. S. C. Criminal Justice Academy.
8. Administration of Federal Funds. South Carolina was awarded \$350,014 as its portion of Child Abuse and Neglect State Grant Funds administered by the National Center on Child Abuse and Neglect. These funds were used to develop, strengthen and carry out the following initiatives:
- a. The Model for Casework Practice. A risk assessment and uniform case recording model was developed by State Office staff in conjunction with county staff and piloted during 1990. Training to implement it statewide has been provided to all 46 counties. Follow-up training continues to be provided to county staff.

- b. Family Preservation Services. These projects have been continued in eight counties as a preventive and therapeutic measure for families at risk for abuse and neglect.
- c. Early Reunification Project. This project has been continued in one county to minimize the length of time children remain in foster care and to enhance family living skills.
- d. Respite Day Care (Rainbow House Project). This project has continued in two counties to provide emergency child care for families at risk for child abuse and neglect.
- e. State Child Abuse and Neglect Prevention Plan. The Department contracted with the Council on Child Abuse and Neglect to develop a statewide plan to ensure prevention programs across the state. The plan provides for the involvement of both the public and private sectors in the identification, development, coordination and implementation of preventive services throughout the state as well as a mechanism for providing technical assistance to the local level. The State Prevention Plan was finalized and distributed in June 1992.
- f. Conference on "Protecting Our Children: A Multidisciplinary Approach." The Department, in conjunction with the S. C. Medical Auxiliary, co-sponsored an interagency conference on the multidisciplinary approach to protecting children. The conference was attended by over 300 people across the state.

- Program Enhancement Strategies -

The Department has continued to utilize the recommendations of the State Child Fatalities Review Committee and Legislative Audit Council to enhance the effectiveness of the Child Protective and Preventive Services' delivery system. The following strategies have been implemented or continued:

1. The Central Registry currently generates management reports specifically for county use. The reports provide county and statewide data which is being used for planning and research. South Carolina was one of eleven states recently asked by the National Center on Child Abuse and Neglect to participate in Brokered Technical Assistance in order to make modifications to the Central Registry. An award of \$7,875 was provided to make the necessary modifications to capture more data.
2. Initial training on the Model for Casework Practice has been provided to all counties in the state. Follow-up training and monitoring is currently being provided to counties and will continue on a regularly scheduled basis.
3. A task force was convened to review the CPS statute and to make recommendations for modifications to the statute in an effort to enhance the effectiveness of service delivery in South Carolina. The task force consists of representatives from the following agencies/organizations: State Guardian Ad Litem Program, S. C. Criminal Justice Academy, Family Court Judges Association, Solicitors Association, Joint Legislative Committee on Children, County Directors Association, Council

on Child Abuse and Neglect, Richland Memorial Hospital, Palmetto Legal Services, Parents Anonymous, and county and state office Department of Social Services staff.

- County Responsibilities -

The responsibilities of the county protective services agencies include:

1. Receiving and investigating reports of suspected abuse and neglect.
2. Providing services to abused and neglected children and their families.
3. Communicating information to the Central Registry.
4. Notifying law enforcement where the facts in the case appear to indicate a violation of criminal law.
5. Notifying appropriate family courts of indicated cases of physical, mental or sexual abuse.
6. Seeking the cooperation and involvement of local public and private institutions, groups and programs concerned with child protection.
7. Promoting community education.

- Implementation of County Responsibilities -

1. The following services are provided directly by the Department of Social Services in all counties:
 - a. Child Protective Services Intake.
 - b. Assessment and Treatment.
 - c. Emergency Caretaker.
 - d. Homemaker Services.
 - e. Emergency Financial Aid (varies from county to county).
 - f. Transportation.
2. The following services are purchased by the Department under Social Services Block Grant contracts (availability of services varies from county to county):
 - a. Day Care.
 - b. Alcohol and Drug Abuse Counseling Services.
 - c. Transportation.
 - d. Counseling Services.
 - e. Socialization and Developmental Services for Children.
 - f. Residential Therapeutic Services.
 - g. Emergency Shelter Care.

Child Support Enforcement

The Director of the Division for Child Support Enforcement serves as the IV-D Director for South Carolina and is responsible for program administration and operation, including case management, automation, receipt and distribution of child support collections, financial and statistical reporting, parent locate services, establishment of paternity and support obligations, enforcement of support orders, tax intercepts, and policy and planning. An additional responsibility is contracting with the

county clerks of court for enforcement and collection services and with the sheriff's offices for service of process. The Child Support Enforcement Director also serves as the South Carolina Information Agent for the Uniform Reciprocal Enforcement of Support Act (URESA).

The Division of Child Support Enforcement provides services to recipients of Aid to Families with Dependent Children (AFDC), Foster Care, and Medicaid Only, as well as to non-AFDC applicants. Non-AFDC applicants may receive services by completing an application and paying a twenty-five dollar fee.

- Background -

In an effort to promote greater parental responsibility for the support of children and to reimburse the federal and state government for expenditures for public assistance, the Child Support Enforcement Program was established in 1975 as Part IV-D of the Social Security Act through Public Law 93-647. The emphasis of the law was to assist in the collection of support for the children of AFDC recipients. The program has since been expanded to include service to non-AFDC applicants. The Department of Social Services was named as the single state agency to administer and supervise the administration of the federal mandates.

The 1984 Child Support Enforcement Amendments and the Family Support Act of 1988 mandated sweeping changes in state child support laws. States were required to adopt proven enforcement techniques to enhance and strengthen child support activities. These techniques include income withholding, mandatory guidelines for support obligations, and mandatory genetic testing in contested paternity cases. States were also mandated to process cases within set time frames and review cases for possible modification on a regular basis. The South Carolina General Assembly has approved all necessary legislation to comply with all of the federal mandates.

- Initiatives and Activities -

Child Support Enforcement involves specific functions devoted to securing financial support from parents with dependent children. These functions include establishing a case file, locating absent parents, establishing paternity, assessing financial responsibility, establishing an order for support, collecting and distributing funds, and enforcing support orders.

During FY 91-92, conversion to the Child Support Enforcement case tracking system was completed and the implementation of the automated case tracking system has heightened the Division of Child Support Enforcement's ability to process cases. Development of the financial subsystem continued and has been combined into efforts to develop the statewide system mandated by the Family Support Act of 1988. An Advance Planning Document (APD) to implement a single statewide automated system comprising the Division of Child Support Enforcement and all forty-six clerks of court who are under agreement with the Division of Child Support Enforcement to provide collection and enforcement services has been developed and submitted to the Federal Office of Child Support Enforcement for approval. Conditional Federal approval of the APD was

obtained June 30, 1992. The system must be fully operational by October 1995.

The General Assembly passed an amendment which impacts the Division of Child Support Enforcement. Section 43-5-590 was amended to provide that the state represents the public interest in establishing and enforcing child support obligations.

The Division of Child Support Enforcement entered into Agreements of Cooperation with sheriffs' offices for serving court documents in Title IV-D cases. The Division of Child Support Enforcement reimburses the counties for successful service only, and it is expected that this effort will result in increased service for child support actions. Currently, 31 county sheriffs and eight Clerks of Court have entered into agreements.

The Division of Child Support Enforcement initiated South Carolina's first Ten Most Wanted project in October 1991. The project was designed to expose and capture habitual non-payers who evade their court ordered child support obligations. Posters of the ten non-payers with pictures and other identifying information were distributed throughout the state. As of June 30, seven of the non-payers had been located.

The Financial Services Section continued to improve accountability of child support funds. Initiatives to improve accounting, reporting and reconciliation functions continue as a high priority for the Child Support Enforcement Program.

1. During FY 91-92, the Division of Child Support Enforcement received 29,700 referrals from AFDC families and 13,336 from non-AFDC families for Child Support action.
2. The Parent Locate Service successfully located 32,502 cases.
3. The Division of Child Support Enforcement established 8,338 support orders and 5,701 paternities.
4. For FY 91-92, \$21,434,820 in AFDC dollars and \$47,480,364 in non-AFDC dollars were collected for a total of \$68,915,184 in child support collections. This represents seven consecutive years of increased collections.

Economic Support

The Director of the Division for Economic Support oversees the activities of the branches of Economic Policy and Planning and Economic Program Operations which support the agency's Economic Services (Aid to Families with Dependent Children and Food Stamp) programs. This division is also responsible for ensuring coordination of other policies and procedures implemented within the Office of Human Services and Self-Sufficiency which may impact the Economic Services programs.

Economic Policy and Planning

The Economic Policy and Planning Branch is responsible for the development and dissemination of policies and procedures for the Aid to Families with Dependent Children (AFDC) and Food Stamp programs. These programs are designed to provide a minimum level of financial and nutritional assistance to families with limited economic resources.

Staff of this branch participated in the following error reduction activities that related to both the AFDC and Food Stamp programs:

1. Worked closely with the Client History Information Profile (CHIP) Policy Review Committee to make enhancements to the CHIP System.
2. Attended error case conferences in which AFDC and Food Stamp cases found in error by Quality Control were discussed. The goal of this case staffing is to prevent any erroneous decisions from being submitted to the Federal Quality Control Office. Incorrect cases, determined correct prior to submission, reduce the quality control error rates in each program.
3. Participated in planning, developing, and implementing the interactive interviewing process designed to facilitate AFDC and Food Stamp interviews.
4. Made revisions to the AFDC/FS Policy Manual. Revisions updated policy as well as clarified policy with the goal of preventing quality control errors.
5. Convened the Policy and Procedures Review Committee on a monthly basis. This committee assists the branch by reviewing, commenting, and providing guidance in all program policy, procedures, and operational changes that affect economic services.

- Aid to Families with Dependent Children -

The AFDC Program provides a cash payment to families with children who are deprived of support or care of one or both parents by reason of death, physical or mental incapacity, continued absence from the home, or unemployment/underemployment of the principal wage earner parent.

Total AFDC expenditures for FY 91-92 were \$117,344,839. An average of 136,401 persons received assistance in 48,382 cases each month.

Statistics regarding the makeup of an AFDC household are as follows:

1. The average number of persons in the household is 2.82.
2. The average monthly payment per household is \$202.11.
3. The average monthly payment per person is \$71.69.

During FY 91-92, the AFDC Program recorded the following achievements:

1. Continued the Unemployed Parent option of the AFDC Program. Two-parent families, where the principal wage earner is unemployed/underemployed, may receive AFDC if all eligibility criteria are met. An average of 647 families per month received AFDC under this option.
2. Maintained the Title IV-A State Plan which is required by the federal government. The plan delineates the options chosen by the state in its administration of the AFDC Program.
3. Recouped \$878,233 in FY 91-92 from current and former AFDC recipients who were overpaid or ineligible.

- Food Stamps -

The Food Stamp Program is designed to promote the general welfare and to safeguard the health and well-being of the nation's population by raising the levels of nutrition among low-income households. To receive food stamps, a household must meet nationwide eligibility standards.

Total food stamp benefits issued for FY 91-92 were \$285,351,203. An average of 357,317 persons in 127,793 households participated in the Food Stamp Program each month.

Statistics regarding the makeup of a food stamp household are as follows:

1. The average number of persons in the household is 2.80.
2. The average monthly payment per household is \$186.08.
3. The average monthly payment per person is \$66.55.

During FY 91-92, the Food Stamp Program participated in the following projects:

1. Participated in the Six Million Dollar Club developed by the United States Department of Agriculture for counties in the Southeast Region that issue a minimum of six million dollars in food stamps annually. The focus of this project is to identify special needs or activities of large counties to develop strategies from state to state to improve program operations.
2. Worked cooperatively with the American Public Welfare Association in the conformity and simplification of the AFDC and Food Stamp programs.
3. Collected approximately \$1,445,286 from recipients owing food stamp claims.

- Systems Development and User Maintenance -

The Systems Development and User Maintenance Section is responsible for assuring the agency's Economic Services computer system meets federal, state and user requirements. Requests for computer services are coordinated by the section and the section acts as user representative to technical staff. The section is also responsible for system acceptance testing and performs the HELP Desk function.

Any system enhancements or changes caused by regulations will be coordinated by the branch. System documentation is developed and disseminated by the section.

- Supportive, Outreach, and Liaison Activities -

The Economic Policy and Planning Branch is also responsible for supportive, outreach and liaison activities. The following responsibilities and major initiatives were accomplished by the branch during FY 91-92:

1. Operated the toll-free telephone lines. Approximately 4,000 calls were received monthly. Ninety-four percent of these calls were related to AFDC, Food Stamps, or child support.
2. Developed written responses to written client inquiries, congressional and federal case inquiries, out-of-state

recipient verifications, etc. Approximately 75 letters were responded to monthly.

3. Reviewed, revised and developed Economic Services forms and brochures, and participated in the Form/Notice Reduction Project.
4. Served on the fair hearing review committee and processed all AFDC and Food Stamp hearings.
5. Developed a Food Stamp Outreach Plan with special emphasis on migrant households.
6. Participated in planning and developing the annual conference for the South Carolina Institute on Poverty and Deprivation.
7. Participated in the implementation of the Childhood Hunger Study for South Carolina.
8. Served as agency representative to the Institute on Poverty and Deprivation.
9. Served as the representative of the Office of Human Services and Self-Sufficiency on the South Carolina Low Income Housing Coalition.
10. Served as agency representative to the South Carolina Nutrition Council.
11. Served as agency representative to the Interagency Council on Hunger and Nutrition.
12. Served as agency representative to the Expanded Food and Nutrition Education Program Action Committee.
13. Participated in the National Outreach Campaign on Earned Income Tax Credit.

Economic Program Operations

The Economic Program Operations Branch plans, implements, administers, evaluates, and directs the operation of the service delivery system for the AFDC and Food Stamp programs.

Nine program specialists, two project administrators, one executive support specialist, and an assistant director provide technical assistance and consultation to county offices regarding program operations and policies and procedures. The program specialists visit counties at least monthly and have daily contact as liaison staff in maintaining day-to-day activities, identifying training needs, and analyzing county-specific data regarding quality control reports, automated systems needs, and policy-related issues. The program specialists are also responsible for assuring that county corrective action plans are developed appropriately and for evaluating the plans for effectiveness.

Medical Support

The Director for Medical Support manages the planning, organizing, monitoring and evaluation of the Branch of Medicaid Eligibility and Program Liaison. This office is responsible for ensuring that needed technical assistance relating to Medicaid and Optional State Supplementation programs is being provided to county DSS offices and ensuring that appropriate liaison activities with other state agencies and organizations impacting program operations are provided.

Medicaid Eligibility and Program Liaison

The Medicaid Eligibility and Program Liaison Branch has the responsibility for carrying out the policies and procedures outlined in the following programs:

1. MAO-Institutional Program. This program is for needy individuals who reside in Title XIX certified medical facilities. Their monthly income must be below the Medicaid Cap of \$1,266.00 and their countable resources must be below \$2,000.00 (\$3,000.00 for a couple). The patients residing in nursing homes pay all their monthly income except \$30.00 to the nursing home. The Medicaid Program sponsors payment of the difference between the patient's income and the nursing home charge. There are appropriately 11,548 MAO-Institutional cases.
2. Children Under 21 with Special Living Arrangements. This group includes children in foster care or private institutions who are being fully or partially supported by public funds. These children cannot establish eligibility for Medicaid benefits if their income exceeds the AFDC needs standard or if their countable resources exceed \$1,000. There are approximately 1,658 children in these foster homes and private institutions.
3. Eligibles under the Pass-Along Provisions. Persons who are ineligible for SSI or Optional Supplement benefits, solely because of the cost of living increase in Social Security benefits, may continue to be eligible for Medicaid benefits. Currently, there are approximately 239 eligible individuals.
4. Children Receiving Title IV-E Payments. These are children for whom the agency makes an adoption assistance or foster care maintenance payment. These children are automatically entitled to Medicaid coverage. More than 2,379 children are receiving Medicaid benefits because a Title IV-E payment is made on their behalf. This group also covers IV-E eligible children from other states who now reside in South Carolina.
5. Essential Spouses. Individuals who were eligible in December 1973 because their needs were included in their husband's or wife's state assistance grant and who were "grandfathered" into the SSI Program are eligible for Medicaid as long as they continue to qualify as the essential spouse of the SSI recipient. There are approximately 29 essential spouse cases.
6. SSI Recipients. SSI recipients are automatically entitled to Medicaid benefits. Their Medicaid eligibility is processed automatically based on information made available from the Social Security Administration. Recipient Data Management is responsible for ensuring that approximately 91,960 South Carolina residents who receive SSI benefits are certified for Medicaid.
7. Buy-In Program. The State Department of Social Services elects to enroll certain groups of Medicaid-eligible individuals under Part B of Medicare and pay their premiums. Payment of Part B premiums allows the state to pay only coinsurance and deductibles for covered medical services, as

Medicare Part B will assume payment of 80 percent of the allowed charges. Approximately 84,314 persons are on the Buy-In Program.

8. EPSDT Program. This program provides for comprehensive physical assessment and retroactive dental care, vision and hearing services (including eyeglass and hearing aids) to Medicaid eligible children from birth to 21 years of age. Approximately 183,000 children are presently eligible for services through this program. During FY 91-92, 136,435 medical screenings were conducted. Approximately 13,000 children received diagnosis and treatment and 58,000 children received dental screening exams.
9. Transportation Program. This program provides transportation services through contractual providers or volunteer drivers to any Medicaid-eligible recipient. The service is approved and arranged by the local county offices. To approve transportation requests, the client must be accessing a medical service which is covered by the Medicaid Program. Approximately 310,000 requests for transportation are honored during the fiscal year.
10. The Medically Needy Program. This program was originally implemented in South Carolina on October 1, 1984, covering pregnant women and children under age 18. The program was terminated in February 1987. Medically Needy was reinstated effective March 1990, providing coverage to pregnant women, caretaker relatives, children under 18, and aged, blind, or disabled individuals (including institutional care). Individuals with countable resources within limits set for the program were able to establish Medicaid eligibility after an income "spend-down" process.
11. Expanded Eligibility for Community Long Term Care (CLTC) Recipients. This program was implemented March 1, 1985. Through a waiver process CLTC has expanded services to people in the community who would be eligible for Medicaid if they were institutionalized. Economic Services Workers must determine eligibility for this group as if they were in a medical facility. CLTC's expanded eligibility increased the number of persons receiving Medical Assistance Only by approximately 1,799. In addition, a CLTC AIDS waiver was approved effective August 1, 1988. This waiver allows eligibility for CLTC services for persons with AIDS or Aids Related Complex (ARC) if categorical eligibility is met. There is no age limitation for persons eligible through the AIDS waiver.
12. Ribicoff. This new category of eligibility was implemented on May 1, 1986. This coverage group provides Medicaid benefits to those children under 18 who would be eligible for AFDC except for the deprivation criteria. There are approximately 6,991 children in this category.
13. Optional State Supplementation. This program provides financial and medical assistance to eligible aged, blind or disabled individuals who are unable to meet the cost of care in a residential care facility licensed by the Department of Health and Environmental Control. The number of persons

eligible for Optional State Supplementation continued to increase during FY 91-92. A per month average of 4,100 individuals received Optional State Supplementation during the year, with an average monthly payment of \$268.00. In July 1985 the net income limitation (NIL) for establishing eligibility for Optional State Supplementation was increased to \$470.00. In January 1987 the NIL increased to \$481.00; in July 1988 it was increased to \$509.00; in January 1989 the NIL was increased to \$523.00; in January 1990 after the increase the NIL was \$637; and in January 1991 the NIL increased to \$675.00. Effective January 1992, the NIL increased to \$683. Recipients are allowed to keep \$33 to meet their personal needs. The remainder of recipients' incomes must be applied to the cost of their care in the facility.

14. Optional Coverage for Women and Infants Under Age One (OCWI). In response to growing concern regarding South Carolina's infant mortality and morbidity rate, the OCWI Program was implemented effective October 1, 1987 to provide Medicaid coverage to pregnant women and infants up to age one with income below 100% of the poverty level. Since its inception 62,380 applications have been taken for this program. Effective May 1, 1989, the OCWI Program was expanded to allow coverage for pregnant women and infants (to age one) with income below 125 percent of the poverty level and children ages 1 to 6 with income below 100 percent of the poverty level. Effective 1990, the limit for pregnant women and infants increased to 185 percent of the poverty level and for children ages 1 to 6 the limit became 133 percent of the poverty level. Presently, the income limit for children ages 6 to 9 is 100 percent of the poverty level.
15. Qualified Medicare Beneficiaries (QMB's). The Medicare Catastrophic Coverage Act of 1988 mandated Medicaid coverage for those persons whose income is within specified guidelines (100% of the federal poverty level) with resources below \$4,000 (for an individual) or \$6,000 (for a couple) and who are eligible for Part A of Medicare. This program was implemented in South Carolina in January 1989. Since its implementation, approximately 1,130 persons have applied for QMB. In addition, there are nearly 50,000 persons who are eligible for both QMB and another Medicaid category.
16. The Sponsored Medicaid Worker Program. The Division of Medical Support has applied to the Commissioner's Office for elevation of the Sponsored Medicaid Worker (SMW) initiative to full program status. Under this initiative, the Department invites medical providers to pay state matching funds for salaries and related costs of Medicaid eligibility workers. As of June 1992, there were approximately 180 sponsored Medicaid workers employed by the Department.
17. Aged, Blind, or Disabled (ABD) Program. In October 1989, South Carolina opted to provide Medicaid coverage to those persons whose income is within specified guidelines (100% of the federal poverty level) with resources below \$4,000 (for an individual) and \$6,000 (for a couple) and who meet

categorical requirements of age, blindness or disability. Since implementation in October 1989, a total of 20,752 persons has been approved for ABD.

Substitute Care

The Director of the Division for Substitute Care is responsible for the Foster Care Program and the Interstate Compact on the Placement of Children (Foster Care and Relative Matters).

- Foster Care -

The Foster Care Program is responsible for assuring that all children needing substitute care are provided the best placement planning to meet their needs, with the long-range goal of affording an appropriate permanent placement.

Whenever possible, return to the biological family is the primary objective for children in foster care. The agency is committed to averting long-term foster care and ensuring permanency for children who cannot return to their biological parents. Permanency, whether through return to the biological family, adoption, independent services or permanent foster care, is the goal for children served by the Department of Social Services.

Foster Care interprets federal guidelines, develops policy, procedural and program standards, provides technical assistance and policy interpretation to county program staff. Approval is currently required by state foster care staff for permanent foster care requests. During the past fiscal year, the State Office staff approved permanent foster care for 70 cases.

The automated foster care tracking system remains operational on a statewide basis for all children in foster care. This system provides information for program management and evaluation at all levels in the area of substitute care, resource development and permanency planning. It provides general demographic data on children living in substitute situations as well as specific information on each child. This type of information aids staff in ensuring the development of permanent plans for each child in the Department's care.

Concurrent with permanency planning policy development and implementation, a statewide training program for foster care workers continues as an ongoing commitment of the agency to upgrade and maintain staff competency levels. All direct delivery staff must initially complete certification training and be recertified on a regular basis in order to provide foster care services. Follow-up training in the Model for Casework Practice was provided statewide.

Indicative of the fact that children are not languishing in the foster care system is the fact that a total of 7,906 children were served during the past fiscal year. (This compares to a point in time comparison of 4,469 children receiving foster care services on June 30, 1991.)

During the past year there were 754 children who received residential treatment based on individual contracts for their special needs.

Effective July 1, 1992, the Department will enter into a contract with the S.C. Health and Human Services Finance

Commission to provide targeted case management services for children in foster care. Optional Targeted Case Management Services were added to the list of services that could be provided under Medicaid by the Consolidated Omnibus Budget Reconciliation Act (P.L. 99-272, COBRA) and the Tax Reform Act of 1989 (P.L. 99-514) to assist Medicaid-eligible "target" populations gain access to needed medical, social, educational and other appropriate services. The Department's Targeted Case Management program is designed to ensure that children in foster care have access to the full array of available community services to address their special needs.

- Interstate Compact on the Placement of Children -

The state is a member of the Interstate Compact on the Placement of Children (ICPC). The purpose of the compact (as mandated by statute) is to assure that appropriate children who are being placed in and outside of South Carolina receive an appropriate level of care in a placement. The compact's statistics are as follows:

Placements into South Carolina.....	197
Placements out of South Carolina.....	161
TOTAL.....	358
Total number of requests sent by South Carolina.....	351
Total number of requests received by South Carolina....	476
TOTAL.....	827

Work Support

The Director of the Division for Work Support and his staff are responsible for committing the resources of the Department to assist clients in improving their lives by becoming economically self-sufficient. This is accomplished through the utilization of other available resources and through enhancing and facilitating communication with and among other providers of work-oriented services. In discharging this responsibility, the Director oversees the Work Support Program, the Food Stamp Employment and Training Program, and the Refugee and Legalized Alien Services Program. Other Work Support enhancement programs include the youth programs, the JTPA programs, and the Associated Program for Low Income Entrepreneurial Development (APLIED).

- Work Support Services Program -

The Work Support Services Program, as mandated by the Family Support Act of 1988, was implemented October 1, 1989. The goal of the Work Support Program is to develop, provide, and/or coordinate services to assist Department of Social Services' clients to attain economic self-sufficiency in response to the manpower needs of the state.

The Family Support Act requires that states operate four mandatory components - education, skills training, job readiness, and job placement and development - and at least two optional components selected from job search, On the Job Training (OJT), work supplementation, community work experience, and other work

experiences. In addition to the four mandatory components, the Work Support Program includes three optional components: job search, OJT and work experience.

The major accomplishment of the Work Support Program this year was the incorporation of two additional programs that provide child care assistance for Work Support participants and other income eligible families in South Carolina - the Workforce Child Care Program (IV-A At-Risk Program), and the Child Care and Development Block Grant (CCDBG) Program. The Work Support Program also provides child care through the Job Opportunities and Basic Skills (JOBS) Program, the Transitional Child Care (TCC) Program, and the Social Services Block Grant Program (SSBG).

Through contract with the State Health and Human Services Finance Commission, the Work Support Program was able to establish 12 Child Care Specialist positions which service eligible families in all 46 counties and who require child care in order to engage in educational and vocational training activities or go to work.

Child Care Specialists, in addition to determining eligibility for the five programs, have as their primary objective to promote quality child care.

Educational Activities.

Program(s)	Provider(s)
a. Postsecondary education	Area Technical Colleges. Community Colleges. Public and Private Colleges and Universities.
b. High school diploma and/or GED Education	High Schools. Adult Education Programs. Area Technical Colleges.
c. Basic/Developmental/ Remedial Education	County Literacy Associations. Adult Education Programs. Technical Colleges.
d. Alcohol & Drug Abuse Counseling	County Alcohol and Drug Programs.
e. English as a Second Language	Adult Education Programs. Area Technical Colleges. Special Courses (Refugee and Legalized Alien Services).

Job Skills Training. This training in South Carolina will continue to be provided by JTPA providers who are under contract to the Private Industry Councils (PICs). These may consist of the following:

1. Technical Colleges.
2. Community-based Organizations.
3. Private Contractors.

4. Non-profit Organizations.
5. Public agencies.

All AFDC recipients qualify for JTPA training; however, they must meet other requirements to receive Job Skills Training.

Job Readiness Activities. One Work Support Services Specialist in each of the Work Support target areas (26 of 46 counties) has the responsibility for conducting Job Readiness activities. These classes are four hours each day for five days a week for four weeks. The curriculum that is used for these classes is "Job Seeking Skills" and "Job Keeping Skills." In addition to the structured curriculum, discussions relating to welfare dependency, citizen participation, self-esteem, and motivation are facilitated by the Work Support Services Specialist. All long-term welfare recipients are required to attend this activity.

Those participants completing Job Skills Training and those Job Ready participants who have been unsuccessful after four weeks of job search, will attend an abbreviated two-week Job Readiness class.

All Work Support participants who are attending literacy training and adult education less than 20 hours a week will be required to attend Job Readiness classes.

Job Development and Job Placement. This is a mandatory component of the Work Support Program and is conducted by staff located at the local Job Service offices. The funding of these positions is through a contract with the South Carolina Employment Security Commission. ESC/WSS staff contact public and private employers on behalf of Job Ready Work Support participants when openings occur. Staff also has responsibility for developing new job openings, and for marketing Work Support Program participants.

Job Search. The Work Support Program's Job Search component is designed to provide job seeking skills instruction, individualized job search planning, labor market information, and training in other special methods of searching for and obtaining permanent, unsubsidized employment. Job Search participants are required to participate in self-directed Job Search for up to eight weeks in a twelve-month period. These eight weeks do not have to be consecutive. Participants may also be required to engage in job search activities for an additional eight weeks as a part of four other Work Support components: job skills training, postsecondary education, work experience, and job development and placement.

All Job Ready participants are required to participate in self-directed Job Search. Job Ready participants meet the following criteria:

1. They have been unemployed for less than six months or have completed training/education within the last 12 months.
2. They possess a desire to work (positive attitude towards employment).
3. They are physically capable.
4. Their Employability Plan contains no factors that would indicate they are not "job ready."

On-the-Job Training (OJT). OJT is a subsidized employment activity in which an individual is hired and paid by an employer who trains the individual in the specific skills related to his/her job while he/she is working. The employer is reimbursed a portion of the participant's salary for a designated period of time.

OJT, as a Work Support Program component, is provided as an indirect service to participants who are referred by Work Support to OJT providers funded by the local JTPA Private Industry Council.

General characteristics of individuals referred to OJT include:

1. The ability to function at least at a ninth-grade reading and math level.
2. A demonstrated motivation to work.
3. A stated interest in a specific vocation.
4. Previous work experience.

A participant may not possess all of the characteristics cited above; however, he/she may still be a good candidate for OJT and should be referred. The OJT case manager must ensure that any major barriers, such as child care or transportation, are serviced prior to referral.

Work Experience. This component provides unsalaried job training at a clearly defined, well supervised worksite. Participants in Work Experience have the opportunity to develop basic work habits, practice skills learned in classroom training, acquire OJT experience, create a recent work history with references, and/or try out their suitability for a given job category. This is an optional Job Opportunities and Basic Skills (JOBS) component.

The Work Experience component, unlike the Community Work Experience Program (CWEP), does not require participation based on the level of benefits received by the participant. Work Experience does require, however, a minimum participation of 20 hours per week. Generally, a Work Experience assignment may continue for a period no longer than 12 weeks. A participant's assignment may be extended for an additional 12 weeks (maximum), if appropriate. This additional assignment may be performed at a different worksite, if appropriate.

Support Services.

1. Child Care must be provided, if needed, or participation cannot be required.
2. Transportation is the support service that is needed most by Work Support participants. Work-related expenses are a one-time expenditure for items necessary to obtain/retain employment, e.g., uniforms, tires, dental work.
3. Schoolbook fees that are needed to complete a high school diploma, obtain a GED or pursue postsecondary education.
4. Transitional child care and Medicaid became effective April 1, 1990. Any AFDC recipient who becomes ineligible for AFDC due to employment or increased hours/salary may receive as many as

12 months of child care and Medicaid. Certain regulations must be met.

**Work Support Program Statistical Data
(July 1, 1991 through June 30, 1992)**

Total clients participating	24,188
Mandatory	22,648
Voluntary	1,540
Total clients placed in employment	3,695
Average hourly wage	\$4.44
Total number of clients sanctioned	6,754
Employment retention at 12 months	44%
Total clients in educational components	5,356
Total clients in job skills training	712
Total clients in self-initiated education or training	1,507
Total clients in postsecondary education ...	458

- JTPA Programs Coordination -

As indicated above, virtually all job skills training for the Work Support Program is accomplished through JTPA programs; this includes OJT. The Governor's Job Training Council continues to fund one position in the DSS State Office through JTPA funds. This position functions to ensure maximum coordination between the Work Support Program, the JTPA Private Industry councils, and JTPA service providers. Three Work Support target areas were funded staff positions through the JTPA Private Industry councils serving these areas. These include:

1. Anderson, Oconee, and Pickens counties (2).
2. Richland County.
3. Spartanburg, Cherokee, and Union counties.

JTPA-funded Work Support staff select and refer Work Support Program participants for participation in JTPA training and employment activities.

1. Number enrolled in JTPA training 403
2. Number of clients employed through JTPA 146

- Teen Companion Program -

The goal of the program is to reduce significantly the rate of teenage pregnancies in families with Medicaid-eligible teens, thereby reducing the public cost of support to second generations of these families and improving the health, well being, and potential of these families and their children. While the goal of the Teen Companion Program is specifically the reduction of teen pregnancy among Medicaid-eligible families, the methodology of the program is one which seeks to change behavior through intensive educational, health, and emotional services mediated through para-professional Youth and Peer Counselors who are supported by professional training, supervision and counseling.

The participating families are recipients of Medicaid who have unmarried children, ages 10-19. Priority is given to families with additional children in early adolescence, ages 10-14. The families include at least one female between the ages of 10 and 19 (boys within this age group are of equal concern; however, to achieve greater immediate impact in the program, this bias is used to ensure that potential childbearing females are included).

Teen participants have no children and must express a desire to be involved with the Teen Companion Program. Parent/guardian or primary adult involvement is mandatory for participation. School attendance, districts and concentration of eligible families are considered in making this decision.

The Teen Companion Program is operational in 46 counties, with an additional six school districts.

Total Teen Participants	2,196
Total Parents Participating	583
Teen Dropouts Due to Parenting	19

- Food Stamp Employment and Training Program -

The Food Stamp Employment and Training (FSE&T) Program is designed to assist households participating in the Food Stamp Program in gaining skills, training or experience that will increase their ability to obtain regular employment. The program components include the following activities:

1. Job Search - Placement Assistance.
2. Vocational Rehabilitation (VR).
3. Work Support Services (WSS).
4. Education.
5. Job Seeking Skills Training.
6. Vocational Training.

In 26 mandatory counties the FSE&T Program is consistent in regard to the components which are utilized. The geographic areas covered include: Aiken, Anderson, Berkeley, Charleston, Chesterfield, Clarendon, Colleton, Darlington, Dillon, Florence, Greenville, Greenwood, Horry, Kershaw, Lancaster, Laurens, Lexington, Marion, Marlboro, Newberry, Orangeburg, Richland, Spartanburg, Sumter, Williamsburg and York. Intensified services are offered in two counties (Greenville and Richland) with the addition of a Work Support Specialist in the DSS Work Support unit. The function of the Work Support Specialist is to provide greater coordination with the Employment Security Commission (ESC) as well as with other local agencies and more intensive assistance to the hard-to-place clients. The remaining 24 mandatory counties rely on the contracted ESC workers to provide necessary coordination with other local agencies.

In 20 counties (Abbeville, Allendale, Bamberg, Barnwell, Beaufort, Calhoun, Cherokee, Chester, Dorchester, Edgefield, Fairfield, Georgetown, Hampton, Jasper, Lee, McCormick, Oconee, Pickens, Saluda and Union) component participation is voluntary. Since there are opportunities for participation in these counties, the Food Stamp eligibility staff is asked to refer work

registrants to the ESC for jobs and to other available employment and training resources. Individuals who do not participate in these 20 counties are not sanctioned.

1. Number of work registered Food Stamp (FS) recipients	67,631
2. Number of work registrants exempt from FSE&T participation	24,329
3. Number of work registrants referred for FSE&T participation	28,195
4. Number of work registrants who began one or more FSE&T components	18,314
5. Number of work registrants who began Job Search placement	16,390
6. Number of work registrants who began job search skills training component.....	152
7. Number of work registrants who began education component	407
8. Number of work registrants who began vocational training component	260
9. Number of work registrants who began Vocational Rehabilitation component	397
10. Number of work registrants who began Work Support component	708
11. Number of FSE&T participants who began employment	3,473
12. FS savings (for initial month only) from employment and sanctions	\$732,958

- Refugee and Legalized Alien Services -

The Refugee Resettlement Program is an entirely federally funded program of an emergency nature and orientation, furnishing temporary aid and assistance to refugees in South Carolina, without distinction of country of origin.

The responsibility of the agency is to facilitate the provision of services needed by the refugees, and in so doing, to preclude chronic and entrenched maladjustment and its concurrent social services (welfare) dependency. To preclude societal maladaptation, the agency function tends toward the comprehensive and generic, with all service activities designed to lead toward client self-sufficiency.

The agency's activities and projects have enabled the refugees in South Carolina to be self-supportive much earlier than the national average. In FY 91-92, an estimated 31.7 percent of South Carolina's refugees which has been in the United States for less than twenty-four months received public assistance, as compared to an estimated national average of 48.5 percent.

During FY 91-92, 165 refugees settled in South Carolina, bringing the total refugee population to 2,980 as of June 30, 1992. Achievements of the year ended June 30, 1992, include the following:

1. The agency organized two English as a Second Language (ESL) classes in Rock Hill and Spartanburg. In addition to ESL, instruction included other communication skills and cultural orientation. These structured classes served 29 refugees. Support Services were also made available to ESL participants. All participants who went through the ESL Project were employed and/or attained sufficient level of English to graduate into higher education and/or better employment opportunities. Additionally, an estimated 31 refugees received ESL instruction through other Adult Education classes, volunteers of the S.C. Literacy Association and various church groups.
2. Because of its proven effectiveness and efficiency in providing career counseling, job orientation, job search and matching to refugees, the statewide Employment Services for Refugees' contract with the South Carolina Employment Security Commission was renewed. The project contract is performance-based, i.e., the services provider will be reimbursed only if services are provided and the refugee has been with the same employer for 90 days or better. In addition to this project contract, with the encouragement from agency staff, leaders of local refugee communities and local refugee Mutual Assistance Associations (MAA's) also successfully assisted their newly arrived/unemployed and/or underemployed fellow countrymen in finding employment without cost to the program. By June 1992, 78 refugees found permanent full-time employment.
3. Some refugees who came in the country possessed highly technical skills in their own country; however, these skills need to be transferred to the United States labor market. In order to assist those refugees, during FY 91-92, the program arranged and provided funds for 11 refugees to attend short term vocational courses.
4. In an effort to strengthen local refugee organizations to better serve their own communities, the program contracted with the Spartanburg County Indochinese Refugee Council, Inc., a consortium which includes the Mutual Assistance Associations (MAA's) of the Cambodian, Laotian and Vietnamese communities, to provide economic and socio-cultural adjustment counseling to both new arrivals and hard-to-adjust refugees in the Greater Spartanburg area. As of June 30, 1992, the Spartanburg County Indochinese Refugee Council, Inc., helped a total of 18 clients in their dealings with, among other things, the schooling of their children, employees' rights, tenants' rights and the criminal courts.
5. In addition to providing medical assistance to refugees in need of such, the agency also contracted with the South Carolina Department of Health and Environmental Control to provide a comprehensive health screening and assessment to 49 clients across the state.
6. With the assistance of the Office of Human Services and Self Sufficiency, the agency continued to care for 4 unaccompanied minor refugees placed in foster homes across the state and

- provided all special counseling services for these children. By June 30, 1992, there was one unaccompanied minor refugee in South Carolina.
7. The multilingual staff of the agency and of its human services contractors served more than 600 refugees in their economic, emotional, cultural, and social adjustment through approximately 850 counseling sessions, crises management, and other face-to-face interventions. Whenever appropriate, employment counseling was also provided. Concurrently, the agency must translate the unique needs of the clients to other agencies involved, as the cross-cultural differences and language barrier are magnified in a service provider-client relationship not properly introduced or structured.
 8. The agency has assisted Lutheran Family Services in the implementation of a Planned Secondary Resettlement (PSR) project for refugees. The purpose of PSR is to assist refugees in the states that have a high refugee dependency rate to relocate into states with a low refugee dependency rate and good employment opportunities so they may become self-sufficient. During FY 91-92, 44 refugees relocated to the state through this project and have become self-sufficient.

In summary, the South Carolina Refugee Resettlement Program serves as a linkage of socio-environmental systems for its clients, seeking to be immediately responsive to needs and enhancing social development and self-sufficiency of clients.

- State Legalization Impact Assistance Grants Program -

The Department of Social Services has been designated by the Governor as the agency responsible for administration of the State Legalization Impact Assistance Grants (SLIAG) Program.

SLIAG funds may be used in four ways. The first is to reimburse state and local government costs incurred because of the participation of Eligible Legalized Aliens (ELA's) in ongoing, generally available, state or locally funded public assistance and public health assistance programs. To the extent that ELA's participate in these programs during their first five years in legal status, federal reimbursement of these costs is available.

The second use of SLIAG funds is the provision of educational services specifically to ELA's. Funds may be used to provide a wide range of educational services to adults, including providing courses needed by "pre-82" ELA's to meet the requirements for becoming lawful permanent residents.

The third use of SLIAG funds is to provide temporary residents with information, primarily that concerning the process for receiving lawful permanent resident status -- "Phase II Outreach." This includes providing temporary residents with information about where they can receive assistance in meeting the requirements for lawful temporary resident status and about the rights and responsibilities of lawful residents.

The fourth use of SLIAG funds is to inform workers and employers -- not just ELA's -- about the provision in the Immigration Reform and Control Act of 1986 (IRCA) relating to unfair employment practices based on citizenship status or national origin.

The distribution of funds among these four uses, among agencies, local governments, and other organizations within a state is determined by the state, subject to certain statutory restrictions and requirements.

Through April 1992, South Carolina has 3,159 ELA's. After submitting and receiving subsequent approval of SLIAG state applications, as of June 1992 the total SLIAG allotment was \$1,666,803.

Agreements have been made with the Department of Education, the Department of Health and Environmental Control (DHEC), and DeLowe Corporation for the provision of needed services for ELA's. The Department provides constant monitoring of service providers to ensure proper reimbursement of state monies.

OFFICE OF DEPUTY COMMISSIONER FOR COMMUNITY PROGRAM OPERATIONS

The Office of the Deputy Commissioner for Community Program Operations, though vacant as of June 30, 1992, will be responsible for the overall direct administration and management of all aspects of program delivery at the county level, thereby directly impacting the way in which eligible citizens are served by the Department. The Director of the Division of Citizen and Community Resources will report to this deputy commissioner.

Community Resources

The Director of the Division for Community Resources is responsible for coordinating agency needs with outside resources such as churches, businesses, civic and professional groups and individual volunteers. Other responsibilities include promoting partnerships between communities and county DSS offices and administering a statewide volunteer program. The division sets policy and procedures, trains staff in resource mobilization in their communities, implements new projects, administers special projects, maintains necessary reports and records and gives technical assistance to local DSS offices, other state agencies and local organizations and groups.

Special projects during FY 91-92 included the following:

1. Successful implementation of Vista Volunteer Coordinators in seven (7) counties.
2. Extensive involvement in the S.C. General Assembly Task Force on Homelessness and participation with numerous local and statewide agencies providing services to DSS clients.
3. Implementation of the newly authorized Farm Bill provisions allowing the homeless to use food stamps to purchase meals from restaurants.

OFFICE OF DEPUTY COMMISSIONER FOR MANAGEMENT SUPPORT SERVICES

The Office of the Deputy Commissioner for Management Support Services is responsible for the following divisions. The Benefits Distribution Division provides direct mail issuance of food stamps

to the clients of the agency. The Departmental Services Division provides the following services for the agency: mail room, printing, supply, records management, facilities management, internal documentation resources and property management. The Division of Individual and Provider Rights is responsible for monitoring and certifying civil rights compliance, the fair hearing (appeals) process and the Institute on Poverty and Deprivation. The Personnel Division provides personnel and administrative support services for the employees of the agency. The Procurement Division provides purchasing services, controls the contract process and provides vehicle management services for the agency.

Furthermore, the Deputy Commissioner is the Audit Resolution Officer for the agency and chairs the State Office Quality Improvement Team.

Benefits Distribution

The Director of the Division for Benefits Distribution is responsible for the issuance of food stamps which are designed to promote the general welfare and to safeguard the health and well-being of the nation's population by raising the levels of nutrition among low-income households. To receive food stamps, a household must meet nationwide eligibility standards which pertain primarily to household composition, income (earned and unearned), allowable expenses (shelter, medical, etc.) and liquid/non-liquid resources.

Total food stamp benefits issued for FY 91-92 were \$286,891,676. An average of 128,373 households, comprised of an average of 359,011 persons, participated in the Food Stamp Program each month during FY 91-92. From July 1, 1991 through June 30, 1992, program participation grew by 12 percent in household terms and 24 percent in food stamps issued. The issuance increase included an annual cost of living increase of an average of 10 percent per household.

Other statistics regarding the makeup of a typical food stamp household are as follows:

1. The average number of persons in a household is 2.79.
2. The average allotment per household is \$186.23 per month.
3. The average allotment per person is \$66.59.
4. Of the total persons participating in the Food Stamp Program, 60 percent are under the age of 17 and 13 percent are over the age of 60.
5. An average of 10.17 percent of the state population received monthly food stamp benefits during the year. The range was from 9.56 percent in August 1991 to 11.2 percent in June 1992.

During FY 91-92, the following projects regarding the Food Stamp Program were implemented, initialized or maintained:

1. Effective March 1, 1992, the agency began in-house mail issuance of food stamps. Previously, statewide mail issuance was performed by a private contractor since November 1, 1989. Following extensive analysis of and coordination with the U. S. Postal Service and other states, it was determined that

- in-house mail issuance would be the most logical issuance system based on cost benefits, client services, and security/control.
2. Continued development of the Electronic Benefits Transfer (EBT) system to include preparation and submission of an Advance Planning Document (APD) and Request for Proposal (RFP) to the Food and Nutrition Service national and regional offices. Part of the planning of EBT involved working with Charleston and Darlington counties which are scheduled to begin piloting EBT during 1993.
 3. Collected \$1,626,286 in food stamp claims. As of July 1, 1992, there were 25,348 cases with balance due claims. These cases represent \$9,982,307 in outstanding claims for an average balance of \$393.81 per claim.

Departmental Services

The Director of the Division for Departmental Services oversees the functions of two branches: (1) Support Services and (2) Information Management.

Support Services

The Support Services Branch consists of four sections: (1) Supply and Storage Center, (2) Postal Center, (3) Facilities Management, and (4) Property Management Control. The branch provides and coordinates a wide range of services for the agency. These services include, but are not limited to, supply and storage, mail distribution, local courier service, facility management, State Office building security, first aid, state/county space planning, and property management.

- Supply and Storage Center -

The agency's Supply and Storage Center, located at 905 Garland Street in Columbia, is responsible for maintaining in stock an adequate amount of forms, publications, and supplies to provide the State Office and county offices with necessary items. Forms were also stocked for the Health and Human Services Finance Commission.

Forms and publications were provided to Medicaid and other providers upon request. These supplies were prepared daily for shipping by Interagency Mail Services, United Parcel Service, and Estes Express Lines. Items were transported to and from the State Office twice daily. Controlled forms were received and stored in the supply vault and issued upon receipt of authorized requests. Agency, state and federal memoranda, pamphlets, brochures, forms and publications were distributed to appropriate entities by the Supply Section.

During FY 91-92, the following tasks were completed:

Total requisitions received.....	8,971
Total supply items shipped.....	435,070
Total pads of forms shipped.....	223,520
Total publications shipped.....	417,366
Total packages and boxes shipped.....	50,165
Total packages and boxes received.....	47,639

- Postal Center -

The Postal Center is located on the first floor of the North Towers Building with a satellite office at the 3150 Harden Street building and is responsible for the following:

1. Sorting and delivering of all incoming mail delivered by the U. S. Postal Service, UPS, and Interagency Mail Service.
2. Picking up, sorting and delivering all interoffice correspondence generated within the State Office.
3. Picking up, preparing and disposing all mail being sent from the State Office via the U. S. Postal Service and Interagency Mail Service.
4. Providing courier service twice daily to numerous state agencies in the Columbia area.
5. Monitoring presorted mail activities performed by private contractors.

During FY 91-92, the Postal Center Unit spent \$2,024,117.00 on postage and intra-agency mail services and processed approximately 17,500,000 pieces of incoming, outgoing and internal mail. Also during this fiscal year, 6,692,038 pieces of mail were presorted, thereby resulting in a savings in excess of \$301,000 in postage costs.

- Facility Management -

During FY 91-92 the Facility Management Section completed the following projects upon request:

1. Developed floor plans for construction, addition, and/or renovation of eight county offices consisting of eleven different plans.
2. Provided numerous plans to State Office personnel regarding office space layouts.
3. Provided plans to the Bamberg County DSS office for renovating their receptionist area to provide better security, more privacy, and viewing of staff sign-in/out boards.
4. Attended County Building Committee meetings at the request of county directors in an effort to secure additional office space by means of new and/or renovated buildings.
5. Provided quarterly Federal Financial Participation reports to the Branch of Budgets regarding space utilization in the North Towers and 3150 Harden Street buildings.
6. Performed fire and life safety inspections at the request of all interested parties and developed emergency fire exit plans as required.
7. Provided plans and details of required construction at the Richland County DSS office to consolidate mail and supply services. Also provided four additional plans for renovating vacant space in the existing building to incorporate an EPSDT screening center and Child Day Care Center.
8. Acted as coordinator/advisor to General Services Administration during the replacement of the North Towers Building roof.

9. Worked closely with state/county offices and other governmental agencies to ensure compliance with state and federal building regulations concerning fire and life safety of employees and clients, security of controlled documents/data, barrier-free regulations for the handicapped, and building construction.
10. Reviewed sites proposed for Direct Mail Issuance operation and made recommendations for best location. Developed construction plans and floor plans for acquired facility. Also acted as the agency's consultant to general contractors responsible for building construction.
11. Assisted the Columbia Fire Inspector with fire inspections of the North Towers and 3150 Harden Street buildings and was responsible for correcting all noted deficiencies.

- Property Management Control -

The control and accountability of fixed assets, as well as data on leased office/warehouse space, continues to be maintained by the Property Management Control Section. A warehouse is leased for storing excess equipment items, which are reconditioned, and then redistributed at substantial savings to the agency. During FY 91-92, operation of this warehouse resulted in approximately \$15,000 in cost avoidance. The annual agencywide equipment inventory began in March 1992 and will be completed by December 1992.

Information Management

The Information Management Branch consists of five sections: Internal Documentation; Records Management; Document Reproduction; Printing Systems; and Graphics/Forms Design.

The branch provides printing and photocopy services, management of the agency's written communication system, including manual materials and information and directive memos, records management and forms management programs.

- Internal Documentation -

This section manages the agency's written memo and manual material system. Responsibilities include the following: formulation of policy and procedure on format and content for Department manuals; review of all manuals and manual revisions; coordination of the review and revision of all proposed general staff releases prior to field distribution.

During the past fiscal year, the section reviewed, revised and disseminated 185 directive memos, 164 information memos, and 84 manual revisions. Manuals revised included Administration; Adult Services; AFDC/FS; Children, Family and Adult Services; CHIP County Reference Guide; County Office Accounting; Finance; Information Systems; Homemaker Services; Medicaid; Personnel; Program Operations Manual System; Recipient Claims and Work Support Services. The new Casework Management Manual and the Disaster Food Stamps and Commodities Manual were released. The Internal Documentation Section was instrumental in the preparation of the forthcoming Day Care Licensing Manual.

- Records Management -

This section is responsible for procedures and oversight of the records management program. Assistance to all state and county office elements in the functions of their records management programs assures an orderly and systematic method for the storage, transfer or destruction of records. This is developed and managed through the use of retention schedules.

The section has transferred 345 boxes of records and 52 reels of microfilm to the State Records Center during this fiscal year.

The County Records Repository, a storage facility for county office inactive records, accepted 2,892 boxes of inactive case records this fiscal year. More than 22,455 boxes of inactive records are currently stored. The Repository staff destroys all records as they reach their disposition date.

This fiscal year, the Records Management Section completed five reviews of the retention schedules of state office entities and destroyed 2,489 boxes of records.

- Document Reproduction -

This section is responsible for developing guidelines concerning use of the state office photocopy machines, preventive and emergency maintenance, and photocopy services. During FY 91-92, this section made 6,646,426 copies. For management purposes the section maintains production records by cost center and by machine. Copy supplies for all machines are continuously maintained at proper levels.

- Printing Systems -

During FY 91-92, there were 2,030 different printing jobs, with a total of 24,654,151 impressions, using 526 negatives, 530 new plates and 2,135 cheap plates. Records and files are maintained on all completed work. All necessary paper stock and printing supplies are retained on site.

Printing requests include collating, padding, folding, punching, stapling and other types of bindery work. The majority of print jobs require camera negatives and plate making. Print jobs include manuals, manual revisions, memoranda, books, brochures, booklets and approximately 95 percent of all Department forms (excluding computer forms).

- Graphics/Forms Design -

Responsibilities include the coordination, development, revision, control, and withdrawal of all forms, form letters, certificates, pamphlets, flyers, booklets, brochures, letterhead stationery, envelopes and business cards used by the agency. The section establishes policy on form standardization, design and control, and includes creation, layout, numbering and printing or reprinting as required.

During FY 91-92, the Forms/Graphics Design Section created 60 new forms, revised 61 forms, reprinted 1,318 forms and rendered 34 forms obsolete. The section also completed 214 graphics projects, including brochures, pamphlets, flyers, cover sheets, letterheads, envelopes, seminar and conference materials, other special projects and 203 business cards.

Individual and Provider Rights

The Director of the Division for Individual and Provider Rights is responsible for the statewide coordination of client and provider appeals, Title VI of the Civil Rights Act of 1964, Section 504 of Title V of the Rehabilitation Act of 1973, Age Discrimination Act of 1975 (excluding employment), Food Stamp Act of 1977, and Title II, Section 202 of the Americans with Disabilities Act of 1990.

Appeals

The Appeals Branch reviews client, licensee, and provider appeals of agency decisions; conducts impartial administrative hearings; and prepares recommendations in accordance with state and federal laws and regulation R114-35.1, effective June 13, 1978.

During FY 91-92, the Appeals Branch reviewed 1,275 appeals and conducted 570 administrative hearings around the state. The Appeals Unit participated in training and developing the intensified efforts to process administrative fraud claims. A total of 1,504 Administrative Consent Agreements were processed along with 153 administrative fraud hearings.

Civil Rights

The Civil Rights Branch is responsible for the administration of planning and developing policies and procedures for monitoring and reviewing DSS vendors and county departments to ensure that they are in compliance with civil rights statutes on a continuing basis statewide.

Other areas of responsibility are investigation and corrective action, and technical guidance and assistance.

During FY 91-92, the Civil Rights Branch reviewed 182 providers and 16 county offices for compliance with state and federal civil rights laws and regulations statewide.

Child Care Facilities

Visited.....	16
Reviewed.....	18
In compliance.....	18
Closed.....	0

Child Day Care Facilities

Visited.....	11
Reviewed.....	11
In compliance.....	11

Community Residential Care Facilities

Visited.....	146
Reviewed.....	153
In compliance.....	118
Pending.....	31
Private.....	0
Closed.....	0
Noncompliance.....	4
Desk Audits.....	7

County Departments of Social Services

Reviewed.....	16
In compliance.....	15
Pending.....	1

- Complaints -

The Civil Rights Branch received twelve (12) complaints. The investigations and findings of the alleged complaints disclosed no unlawful discriminatory practices by the county offices on the basis of race, color, national origin, qualified handicapped individual, sex or age. The nature of the alleged complaints were related to program eligibility requirements and policies and procedures. Complaints which did not fall under the jurisdiction of the Civil Rights Branch were forwarded to the appropriate agency/division for review.

Nature of Complaints

AFDC/Food Stamp Assistance....	4	Medical Assistance. . .	1
Age.....	1	Child Abuse.....	3
Employment.....	1	Other.....	2

Personnel

The Director of the Division for Personnel provides personnel and administrative support services for employees of the South Carolina Department of Social Services. Areas of responsibility include formulating and implementing personnel policies and procedures; furnishing staff assistance to management in carrying out personnel policies; consulting with and advising management on proper utilization of agency resources; directing administration of plans, policies and programs relating to all personnel programs.

As of June 30, 1992 the total number of positions was 4,896 (1,019 in the State Office, 3,792 in the counties and 85 in Agency Contingency) and the total number of employees was 4,434 (914 in the State Office and 3,520 in the counties).

The Personnel Division consists of the following three major functional areas:

Recruitment/Selection and Program Administration

The Recruitment/Selection and Program Administration Branch provides support by monitoring the process of recruitment and selection in accordance with the established Merit System Rules and its procedures; revises and ensures compliance through daily monitoring of the Department's Affirmative Action Program; processes and monitors the Department's Employee Performance Management System; confidentially maintains both active and inactive employee personnel records; acts as a liaison by monitoring and coordinating activities dealing with unemployment compensation claims; actively engages in recruitment at various colleges and universities throughout the state; assists both employees and applicants through career counselling and forwarding of required documents for appropriate processing; monitors employee

Identification Card Program; prepares departmental telephone directory and coordinates appropriate information for Southern Bell and state government telephone directories; maintains North Towers Complex floor directories; and prepares various statistical reports.

Classification and Compensation

The Classification and Compensation Branch provides support by evaluating all delegated and non-delegated requests for classification/reclassification of agency positions; monitors staffing standards; monitors position utilization and maintenance of agency organizational charts; acts as liaison with Budgeting and Cost Allocation Systems Branch to ensure funding availability for classification/reclassification requests; ensures proper salary administration when processing payroll changes such as new hires, promotions, demotions, reclassifications, grade reallocations, etc.; payroll system updating; dual employment procedures; provides report of actions for budgeting purposes; evaluates all delegated and non-delegated hires above minimum requests; evaluates all special pay adjustment requests; responds to employment verifications on all current staff; and monitors all state, federal and other FTE ceilings to ensure compliance.

Personnel Affairs

The Personnel Affairs Branch provides support in the Employee Voluntary Deductions Program (i.e., deferred compensation, credit union, U.S. savings bonds, United Way), the sick and annual leave program (including maternity leave, Leave Transfer Program, military leave, and leave without pay); acts as a liaison by processing and monitoring Worker's Compensation claims, Fair Labor Standards Act compliance, State Retirement forms, State Employee Suggestion Program, the Employee Grievance and Appeal Program, progressive discipline procedures, human affairs complaints, Equal Employment Opportunity Commission complaints, the Employee Wellness Program, the Employee State Service Award Program, the State Group Health, Life, and Dental Insurance programs (as well as 30 additional insurance company programs); and provides counselling, training and policy interpretations for agency employees in the foregoing areas.

Procurement

The Director of the Division for Procurement provides the State Office, county offices, and satellite offices, including day care facilities, with needed equipment, supplies, vehicles and services. The division consists of three branches: (1) Purchasing, (2) Contracts, and (3) Vehicle Management.

Purchasing

Requisitions for payment which were reviewed and submitted for processing totaled 6,923. Requisitions for purchases totaled 2,289 resulting in 2,342 purchase orders and 109 being processed to General Services Supply Center. Supplies, services, and equipment purchases totaled \$17,875,529.00.

Purchases were made from small and minority-owned businesses in the amount of \$357,639.37.

Contracts

The Contracts Branch issued 644 contracts and 134 amendments. The total amount for contractual services was \$37,467,275.00.

Vehicle Management

The Vehicle Management Branch is responsible for the agency's Vehicle Management Program and the operation of the state office pool. Vehicles in the state office pool are reserved and dispatched daily for use by state office personnel traveling on official business. The vehicles in the county offices are used by county employees in the conduct of client services and agency business.

During FY 91-92, leased vehicles in the state office were driven 1,352,733 miles, leased vehicles in the county offices were driven 5,524,051 miles, and agency-owned vehicles were driven 105,361 miles.

Upon request, the branch assisted state and county office personnel in obtaining vehicles to meet special transportation needs.

OFFICE OF DEPUTY COMMISSIONER FOR FISCAL AND INFORMATION RESOURCE MANAGEMENT

The Office of the Deputy Commissioner for Fiscal and Information Resource Management oversees activities designed to ensure that the Department's budgetary, financial, and accounting programs and all automated systems that produce, control and disseminate information are carried out efficiently, effectively and in accordance with statutory, regulatory and procedural requirements.

Budgeting and Cost Allocation Systems

The Director of the Division for Budgeting and Cost Allocation Systems is responsible for the preparation, monitoring and control of the agency's Budget and Cost Allocation Plan, fiscal management and analysis, fiscal reporting and analysis, and time study related processes. This division consists of three branches: Budgets, Cost Allocation and Reporting, and Time Reporting Systems and Analysis.

Budgets

The Budgets Branch is responsible for planning, developing, controlling, monitoring and evaluating all budgetary matters within the Department. The total budget for the agency for FY 91-92 was \$614,090,068. Major duties include:

1. Preparing the annual agency budget request.
2. Reviewing purchasing requisitions (14,000 annually) for fund availability.
3. Preparing quarterly, semiannual and annual budget estimates for state and federal agencies.

4. Analyzing on a monthly basis projected expenditures including personal services and assistance payments.
5. Maintaining and updating cost center information, including budgets, in the agency's accounting system and reconciling and making adjustments and transfers necessary to align to the Comptroller General's account balances.
6. Assisting cost center managers in managing their budgets.
7. Working on special projects involving budgetary matters within the agency.

Cost Allocation and Reporting

The Cost Allocation and Reporting Branch is responsible for the following:

1. Preparing, monitoring and controlling the agency's Cost Allocation Plan. This process includes the analysis and implementation of allocation procedures which most effectively utilize budgeted funds.
2. Reporting administrative and assistance payments expenditures for agency programs.
3. Managing federal funds through the Federal Grant Awards and Letter of Credit systems. The branch requests and controls all federal funds received through the Letter of Credit System.
4. Managing federal and other funds received through contracts with other state agencies, i.e., Social Services Block Grant, Child Development Services, Homemaker Services, Medicaid, EPSDT Outreach, Personal Care Aide, Medicaid Family Planning, and the Medicaid Eligibility/Intake Workers Contracts.
5. Reporting for all federal programs as required under the Cash Management Improvement Act.
6. Acting as financial reporting contact with representatives of all federal programs and the State Auditor's Office with regards to audits, reviews, etc.
7. Preparing the agency's accounting packages on federal revenues, disallowances, and loss contingencies for inclusion in the Comptroller General's statewide financial statements.
8. Assisting the Budgets Branch and program areas in developing and monitoring initiatives to maximize federal funding for existing or new agency programs.

Time Reporting Systems and Analysis

The Time Reporting Systems and Analysis Branch is responsible for developing, implementing, maintaining and coordinating time study related processes necessary to the agency's Cost Allocation Plan. Major duties include:

1. Administering random moment and time analysis studies to approximately 70 percent of all DSS staff and coordinating the distribution and receipt of approximately 15,000 time study documents per quarter.
2. Developing and maintaining edit procedures for all time studies.

3. Providing technical assistance to field staff in completion and maintenance of documents.
4. Performing periodic reviews of local operations in determining effectiveness/efficiency of time study procedures.
5. Developing time reporting methods and enhancing existing systems as required by federal/state fiscal and/or programmatic requirements.

Information Resource Management

The Director of the Division for Information Resource Management (DIRM) designs, develops, implements and operates computer information systems which support the South Carolina Department of Social Services. All information systems activities are directed at one overall goal - to support the Department in the rapid and appropriate provision of services to all clients by providing information systems which fulfill the information processing needs of the agency. DIRM is divided along four functional lines: Information Resource Management Processing, Information Resource Management Applications Programming, Information Resource Management Technical Support and Information Resource Management Development and Acquisition.

Information Resource Management Processing

As the operations center for day to day support for the Division of Information Resource Management, the Information Resource Management Processing Branch is comprised of four (4) sections: Computer Operations, Production Services, Document Control and Data Entry. Activities worthy of notation for this period include, but are not limited to, the following:

1. Increased the number of magnetic tape cartridges in our tape library by 1,830 to a total of 16,410.
2. Increased the number of DASD spindles from 108 to 112, thereby increasing our on-line capacity from 88.20 billion bytes (gigabytes) to 90.72 billion bytes.
3. Deinstalled the Honeywell Page Printing System (PPS II) and declared it surplus.
4. Redesigned two forms, DSS3803 (Monthly Reporting) and DSS3805 (AFDC/FS Notice). The revised designs came as the result of a recommendation of the DSS Postal Committee to help reduce the costs associated with the processing and mailing of these forms. With the implementation of the redesigned forms, the DSS Postal Committee has projected that the agency should realize an annual cost avoidance of approximately \$270,000.00. The cost avoidance is the result of a savings in reduced forms cost and postage.
5. As the result of an RCS to issue Food Stamp identification cards from the state office instead of the county offices, a new form (DSS3806) was designed with the identification card incorporated. The new form was implemented on June 1, 1992. The cards will be printed and mailed on a daily basis for those food stamp cases classified as new, reopened or recertified. It has been projected that 14,000 cards will be issued a month. As a result of the implementation of the

procedure to print and mail the identification cards from the state office, there will be a reduction in labor and postage costs in the county offices. However, the county offices will continue to issue replacements for lost or destroyed cards.

Information Resource Management Applications Programming

The Information Resource Management Applications Programming Branch is responsible for systems analysis and programming for the development of new systems, and the maintenance and enhancement of existing production systems. Accomplishments of this branch in support of end user and client services over the past year included:

1. Child Support Enforcement System (CSES) - Title IV-D. Major improvements to the Child Support Enforcement System, Title IV-D, were accomplished to include the following:
 - a. The following new distribution types have been implemented: non-tax refunds to the absent parent, injured spouse claims against tax refund intercepts and abandoned property payments to the S.C. Tax Commission.
 - b. Several mailed notices are now being printed in zip code order to reduce postage costs.
 - c. Three new accounting reports have been implemented. They are the Trial Balance Report, the Receipts Journal and the Disbursement Journal.
 - d. Enhanced case tracking batch reporting.
 - e. Enhanced the AFDC Referral Process.
 - f. Designed and wrote a series of data integration reports.
 - g. Expanded both the on-line locate and central parent locate workload screens.
 - h. Enhanced case forwarding with the ability to reforward cases back to a previous function, and to forward cases directly to specific functions.
 - i. Designed and in the process of implementing the automated Batch Locate Process for DMV, ESC, FPLS and EPIN.
 - j. Added DMV and ESC locate information to the IV-D on-line network.
 - k. Designed the automated AVD (adding cases from case tracking to finance) process.
 - l. Wrote various ad hocs to list and/or improve the data.
 - m. Combined many similar word processing processes for more efficient maintenance.
 - n. Word Processing Statistics:
 - 189 document changes were implemented.
 - 45 new documents were added including two major documents (case profile document and the CSE transmittal).
 - o. Designed and implemented a data inquiry system which provides a cross section of critical case and log/workload information.
 - p. Docket scheduling process was enhanced.
 - q. Added sheriff's information sheet to all summons and complaints documents.

2. Client Information System (CIS). In addition to routine maintenance and statistical (ad hoc) requests, the following major requests have been implemented:

- a. Implemented new category (50) for Qualified Disabled Working Individuals. Although these people do not receive a Medicaid card, Medicaid is required to pay Medicare Part A premiums, so they must be updated to CIS.
- b. Redesign of MMRCF to add more pertinent data and delete data fields no longer used.
- c. Established new payment category (51) to separate IV-D Foster Care cases from IV-D Adoption cases.
- d. New program implemented for Disabled Widows/Widowers. New edits added.
- e. Added new income fields to CIS to facilitate rebudgeting of cases for COLA increase.
- f. Implemented modification to Medicaid ID card to identify DMR waived clients per request by HHS.
- g. Enhanced CIS for deemed babies. When CHIP closes AFDC case with active child under age 1, CIS will take all other recipients out of case, convert the case to cat 12 and leave active. This is required so that deemed babies can keep their eligibility for one year.
- h. Produced list of recipients 10-14 to be recruited for Work Support Youth Program.
- i. A cap has been placed on the number of OSS slots allowed. Edits to update program required so that counties cannot activate an OSS case without state office approval.
- j. Information on DMR boarding home clients, required for time period 07/90 - 06/91 will be used for provider audit reports.
- k. Implemented creation of daily update file for HHS so that timely data will appear for the EPSDT and Transportation systems.
- l. In order that workers be able to verify retirement benefits more timely, allow retirement information to be available daily on new CIS cases.
- m. Created automated update to CIS for BENDEX COLA. This allows rebudgets to be completed timely and eliminates QC errors.
- n. Reduced county staff workload by automating COLA update on OSS cases.
- o. Information required for needs assessment in certain counties for the Health Start program. Data reported routinely on women and children under age 1.
- p. Provided summary reports by number of months eligible by county of cases and recipients who were eligible for AFDC in a five-year time period. This facilitated case load sampling and client characters study.
- q. In addition to implementing many requests to adjust the current system, the Buy-In System is currently being totally rewritten to accommodate the new Part A program. This involves close coordination with the RDM and Medicaid entities.

3. Client History and Information Profile (CHIP) System. In addition to a heavy load of statistical (ad hoc) and "fine tuning" requests, the following major enhancements have been implemented:

I. CHIPS - Certification

- a. Changed CHIPS screen SPRD (specified relative/ deprivation) so as not to allow workers the ability to erase the specified relative indicator while in correction mode. This change reduced errors between the IV-A and IV-D systems.
- b. Added new field to the CHIPS screen SSDO (SSN/date of birth). This new field holds the date of death of the client.
- c. Modified system to ensure all sanctioned AFDC clients who are coded as "DI" or "DW" to receive all income disregards during the calculation of AFDC benefits. This change kept CHIPS in compliance with federal policy.
- d. Certification periods of 24 months are now permitted for food stamp cases with monthly reporting reason of "AG." "AG" is for cases where all clients are age 60+ and disabled. This change allows these clients to be interviewed once every two years rather than every year.
- e. Report CRI40 was changed to list AFDC annual reviews due for the next 12 months.
- f. The monthly report batch job which produces the actual forms for the clients to fill out and return was analyzed to determine what could be done to make the process more efficient. The result was a reduction in run time from 10 hours to 3 hours. Since this change occurred, the monthly reporting forms have been printed and sent for mailing before the on-line system is activated for the next day's business. Before, delays of 2 to 3 hours were not uncommon.
- g. A major modification was made to the storage of the cooperation and assignment information on the CHIPS database. Originally, this information was stored on the client-basis-dbf, thus making the data "client specific." If a client was the specified relative in two cases then this information would not be accurate because the data would be changed by whichever case was last changed. The data was moved to the case-basic-dbf, thus making the data "case specific."
- h. Added zip-code-extensions to all county offices. This assists the delivery of these forms by the post office.
- i. Changed CHIPS screen SEPA (setup participation) to delete the specified relative number from the program-history-dbf when the specified relative is the "PI" (primary individual) and someone else in the case becomes the "PI." This change prevents errors with the IV-A/IV-D referral system.
- j. Produced the annual Commodities Rate Factor Report for the DSS food commodities program.

- k. Removed "PE" (pending) as a valid program status in the CHIP system.
- l. Changed the yearly COLA process to use the new format of the BENDEX file provided by SSA.
- m. Implemented major enhancements to the 30 and 1/3 calculation process for AFDC.
- n. Modified screens AFPD and FSAD to display a warning message alerting workers to the existence of suspended or terminated claims when a case is reapplying on CHIPS.
- o. Modified UNAU (underpayment authorization) screen to allow for the issuance of benefits in months where no prior benefit exists.
- p. Implemented a new monthly reporting process into the CHIP system.
- q. Implemented a new daily notice process into the CHIP system.
- r. A new MRRE (monthly report registration) screen was created and brought on-line. This new screen is more efficient and easier to use than the old screen.
- s. Modified the system to determine if the MR due date for the month is on a weekend or a holiday. If this occurs, then the next work day will be used as the MR due date.
- t. When a food stamp recipient reapplies, the mail issuance delivery method used to be changed to "F" (first class) regardless of what it was before; this no longer occurs.
- u. Changed CHIPS to allow for the deletion of an application registered in error when there is a claim attached and there exists a prior involvement for the program.
- v. Modified CHIPS screen RERB (return redirect benefits) so as not to allow a re-mail of a returned benefit if that benefit has already been replaced as an ML, to ensure that the total amount of two (2) returns does not exceed the total of the benefit itself and not to overlay status reason of "ML" when issuing a full or partial replacement.
- w. Reinstated the "youngest child turns 3" alert.
- x. Auto denial process (CHC130D) was changed to delete the application alerts for programs being denied.
- y. Modified AFPD (AFDC payment determination) screen to create an alert "af approved - check CIS" when AFDC is being approved.
- z. Incorporated a new food stamp identification card into the daily notice batch job (CHC130D). These food stamp ID cards are sent to all food stamp cases approved for benefits.

II. CHIP FICS/MICS

- a. The new claims subsystem, supporting both the AFDC and Food Stamp programs, has been fully implemented and user response has been very positive. Enhancements to this base system continue to be identified and developed.
- b. Significant effort has been expended toward improving the CHIP to CIS (Medicaid) interface. Many problems in this area have been resolved, but more work is required before this interface will function efficiently.

- c. AFDC issuance reports were developed in support of the budgeting function of the agency.
- d. Several modifications/enhancements have been implemented in the CHIP Quality Control subsystem.
- e. Two new on-line functions were developed and implemented to support the agency's in-house Direct Mail Issuance activity.
- f. Considerable effort has been expended on analysis/ development of the agency's Electronic Benefits Transfer system.

III. CHIP Interface

- a. Completely rewrote the SDX process, including a new database file. This included creating dispositions and alerts for active participants and maintaining a history of eligibility changes. This also saves six hours of run time monthly.
- b. Completely rewrote the BENDEX process, including a new database file. This included creating dispositions and alerts for active participants and maintaining a valid history of eligibility changes.
- c. Deleted worker reports for untimely dispositions.
- d. Discontinued the creation of disposition for all IEVS processes except BEERS and IRS and purged the existing records no longer needed.
- e. Modified the functioning of the interface menu screen (INIM) to make it consistent and much more user friendly, especially for the county workers.
- f. Made multiple major changes to the exchange records (in and out) for IV-D to comply with that system's stated requirements.
- g. Made change for formats of data received for IRS, BEERS and BENDEX processing.
- h. Created backups of alerts for SDX and BENDEX for research purposes.
- i. Created tape backup of active participants on CHIP that can be used to create multiple ad hoc reports and was used to create a tape that was sent for processing against other states to identify multiple participation (approximately a thousand have been identified for further research).

IV. CHIP Technical Support

- a. Modified program that read TSQUEUES to execute faster. This was done by eliminating and modifying the code. The program is executed hundreds of thousands of times each day.
- b. Changed VSAM cluster definitions for CIS and CHIPS to improve their speed.
- c. Modified remote print routine to send print in larger blocks reducing overhead on CICS and increasing printer speed.

- d. Eliminated "called" programs that merged maps to be "in stream" code. This reduced program size and expedited the execution of on-line programs.
- e. Completed or modified purges of TRANSACTION-LOG-DBF, ALERTS-DBF and NOTICE-HISTORY-DBF.
- f. Upgraded to ADABAS 5.2.2 (from ADABAS 5.1.8) and ADAPREP 2.3.1 (from ADAPREP 2.1.2).
- g. Continued working with database administrators and system programmers to look for ways of maintaining good response time.

4. Administrative Systems. Improvement and development activities included:

- a. Developed and implemented an on-line Human Resource Management (HRM) system. This enables different areas in the Personnel Division to produce reports from the Human Resource Management personnel database.
- b. Produced reports for the Budgets Branch which separate Medicaid cost centers from other cost centers.
- c. Produced reports for the Budgets Branch which total the budgeted payroll expenses by cost center within each alpha code and deputy commissioner.
- d. Completed the User's Manual for the Automated Leave System on-line transaction entry and inquiry functions and gave authorized users access to the system.
- e. Modified the programs necessary to comply with the Federal Cash Management Improvement Act.
- f. Developed a way to automate the addition and deletion of vacant positions on the Payroll System. This will be placed in production in August of 1992.
- g. Began conversion of OS COBOL programs to VS COBOL II. Twenty-five percent of the Payroll programs have been converted along with ninety-five percent of the Budgets programs.

5. Title XX System. Improvement activities included:

- a. Developed and implemented an automated cost allocation reporting system for Child Development Services rendered by direct operations as well as private providers.
- b. Developed and implemented a Random Sampling System to aid in quality assurance reviews of Adult Protective Services to satisfy Legislative Audit Council recommendations.
- c. Created reports to identify potential "At Risk" and IV-A Child Care funded clients. This allowed transfer of funds from SSBG to other funding.
- d. Created reports to identify potential Targeted Case Management clients in preparation for the TCM agency effort.
- e. Created reports and developed update enhancements to identify and update those SSBG clients who had no Social Security Number recorded on the Human Services Reporting System (HSRS) in preparation for Targeted Case Management.

- f. Created reports which compare the HSRS to CIS in order to correct any discrepancies between the systems with social security numbers in preparation for Targeted Case Management.
 - g. Installed edits to disallow updates to Volunteer Activities Casemanager numbers. This provides a correct accounting for services rendered by volunteers and assures that the same will not be billed to Medicaid under the Targeted Case Management System.
 - h. Developed an automated billing, reconciliation, tracking and reporting system which provides the billing to Medicaid for Targeted Case Management.
 - i. Reduced time, computer ribbon and paper costs by reducing number of copies or eliminating the following reports which are no longer wanted or used by county or state office staff: TT299R01, TT426R01, TT551R01, TT552R01, TT552R02, TT552R03, TT552R04, TT553R01, TT558R01, TT558R02, TT558R03, TT558R04, TT559R01, TT034R01.
 - j. A report was created to show the frequency of contact with clients for service codes 1000, 2600, 2700 and 3600. This report helped determine if a significant number of cases are being kept open only to receive minimal amounts of service.
 - k. Installed edits to compare a CU or CR document eligibility date on a review to previously authorized service lines. This edit helped keep previous service lines from being closed out with an authorized to date that is less than the authorized from.
 - l. Modified the Batch Header Program TT665OUP to allow counties to retrieve up to 15 documents at one time instead of one at a time.
 - m. Modified TT440R01, TT440R02, TT450R01 and TT460R01 to allow cases with agency being anything other than '01' which is DSS or cases with casemanager being '00000' to close when they are supposed to. This helped close cases that made caseloads appear larger than they actually were.
 - n. Modified authorization and termination notices that are produced from DSS forms 2500 and 2503 to include the number of people in the family listed in field 15 of these forms. This was needed in order to determine proper fees for clients receiving Child Development Services.
 - o. Modified edits that required the presence of a 3600 service line for service codes 1600, 1650, 1670 to process. This was needed to get a more accurate count on TT210R01.
 - p. A report was created TT169R01 to identify all open cases for 1200 Child Development Services and those 1200 clients who would need a review before or on September 1st.
6. Children's Services. In addition to a large number of statistical (ad hoc) requests and several new report requests, the following major enhancements have been implemented:
- a. The Substitute Care/Day Care Licensing System was divided into two separate systems (the Substitute Care Licensing on-line system and the Day Care Licensing batch system).

- b. The Substitute Care Licensing on-line system was modified to allow the county offices (as well as the State Office) to key updates on-line instead of sending the forms to the State Office to be batch processed.
- c. The Foster Care Tracking System was modified to allow area adoption numbers to be keyed as county of case management, court docket number to be captured, and judicial review dates to be updated.
- d. The Substitute Care Licensing System was modified to allow deficiency codes to be captured.
- e. The Day Care Licensing System was modified to allow phone number and social security number to be captured.
- f. The Foster Care Tracking System was modified to prevent administrative reviews from being scheduled for individuals over the age of 18.
- g. The Foster Home Payment System was modified to eliminate the need for monthly updates of accelerated board payments.
- h. All reports for the Substitute Care Licensing System and the Day Care Licensing System were modified due to the separation of the two systems.
- i. Developed and implemented a new Special Needs Children Database System to assist in maximizing federal funding.
- j. Completed numerous tasks and reports to assist the Maximizing Federal Funding Task Force.

7. Work Support. Development activities included:

- a. Developed and implemented a Bus Ticket Inventory System which tracks the number of tickets purchased with 1402 requisitions, records who they were issued to and keeps a running total of the remaining tickets.
- b. Designed and coded a Work Support Tracking System which eliminates redundant keying of data by the county workers.
- c. Developed and implemented an Archives System which reflects all data entered into the Work Support System to support the Federal 104 report and provide a reconciliation process to ensure accurate data is reflected in both the Work Support System and the Management Accounting and Control System (MACS).

8. Management Accounting and Control System (MACS). Improvement and development activities included:

- a. Developed and implemented a Budget Kick Out System which prevents data from booking into the accounting system when there are insufficient funds in the appropriation for state, federal or other funds. This feature prevents the production of a voucher which would reject and cause a delay in payments to vendors.
- b. Implemented an on-line Purchase Order System. This is a very intricate system which tracks purchase orders and payments for the life of the purchase order. This system interfaces with MACS for encumbrances and payment of

encumbrances including voucher voids (encumbrances and regular voucher payments).

- c. Developed and implemented an on-line Journal Entry System for transaction 530 which allows adjustments to be made to already booked entries posted to MACS.
- d. Performed major enhancements to the County Annual Expense Report System to reflect changes in source of funds and expenditures.
- e. Developed and implemented a system to automatically recycle rejected records that were previously keyed on-line which saves the user from having to rekey the data.
- f. Developed and implemented a statewide on-line system that allows cost center managers to inquire into their expenditures and revenues for the current year and previous year.
- g. Developed and implemented a Travel Reporting System which reflects all travel by individual social security number and voucher number for all in-state and out-of-state travel. This report is produced on a weekly basis.
- h. Designed and developed an on-line State Cash Receipt System which will eliminate data entry errors through automated interface with MACS. This system will provide same day reflection of cash deposits into the system, a task which previously took up to 48 hours.

9. Data Base Administration Support. Development and enhancement activities included:

- a. Implemented ADABAS dynamic caching which improved I/O rates and user response time for CHIPS.
- b. Upgraded the ADABAS software.
- c. Upgraded the Natural software.
- d. Upgraded the Predict software.
- e. Expanded the IV-D fiscal data base.
- f. Expanded the IV-D case tracking data base.
- g. Expanded the CHIPS data base.

10. Quality Assurance Functions. The Quality Assurance Unit supports Applications Programming staff in the development and implementation of work systems and procedures that ensure DIRM products meet user needs and requirements. Activities during the year included:

- a. Functional analysis and system testing for changes to the Child Support Regional, Casemanagement and Document Processing subsystems.
- b. System testing for changes to the CHIP system.
- c. Setting up Natural security for the newly implemented Human Resource Management (HRM) system and coordinating testing with the HRM system supervisor.
- d. Migration of system changes from development to test to production for the CHIP, Child Support and Work Support systems.
- e. Creation, processing and distribution of computer access authorizations (DSS user IDs) for:

- The Department of Health and Environmental Control and Department of Mental Health users to access the DSS Medicaid eligibility data.
 - The DSS IV-E and SSI eligibility field team (Medical Support).
 - The DSS Automated Leave system.
 - The Management Accounting and Control System Cost Center Inquiry Subsystem for DSS county and state office staff.
- f. Maintenance of user IDs for 3800 DSS system users.
 - g. Serving as DSS Security Administrators for resolving password problems for staff accessing the DHEC Vital Records Birth Verification system.
 - h. Providing technical data management training for the DSS IV-D and SSI eligibility field team, ongoing training for update and inquiry into all systems and resolution of technical system and equipment problems.
 - i. Processing time schedules for the Time Accounting and Reporting System for the Information Resource Management Division that is used in state, federal and local budgeting and accountability and reporting.
 - j. Maintenance of and enhancements to the Child and Adult Care Food Program (CACFP), including analysis, program changes, etc. The federal 44 report was modified to have more accurate estimates of meals not yet billed and accurate dollar amounts for meals paid. The federal report enhancements will facilitate the security of matching federal funds.

Information Resource Management Technical Support

The Information Resource Management Technical Support Branch is responsible for providing the following:

1. A hardware/software marriage conducive to an efficient automated data systems development and operational environment.
2. The assessment, assistance and installation of equipment and software to support county automation.
3. The coordination of voice communications for state office sponsored activities.
4. The management of data communication and the DSS communications network.
5. Installation, maintenance and replacement of remote terminal equipment.
6. An ongoing analysis of facilities available in the area of microprocessors.
7. Consultation and assistance to all DSS locations in areas of voice and data communications.

In fulfilling its responsibilities, the branch has accomplished the following:

1. Maintained a current operating software system by these means:

- a. Applying monthly changes to IBM software.
- b. Installing new versions of non-IBM software.
2. Assisted numerous counties and state office entities in selection and installation of microprocessing hardware and software.
3. Assisted Greenville and Sumter counties with Local Area Networks.
4. On a continual basis, monitored CPU and DASD utilization and allocation for optimum real time response. Adjusted allocation as necessary including two major reorganizations and allocations of DASD.
5. Completed gateway to IRM for greater access to the Financial Data Center, State Personnel and Materials Management Office. Also added Department of Corrections to access list through IRM. Currently exploring connectivity to ESC for Work Support.
6. Added three more hospitals to the network.
7. Wired and relocated facilities in Georgetown County, closed satellite locations in Chesterfield County and moved equipment into Chesterfield office and completed major wiring and equipment moves in Greenville and Allendale counties.
8. Replaced and repaired terminal equipment as needed.
9. Initiated efforts to replace 1,500 terminal/printer configurations spanning all network locations as equipment leases expire.
10. Installed 37 terminals for HHSFC to support Medical Transportation and EPSDT.

Information Resource Management Development and Acquisitions

The Information Resource Management Development and Acquisitions Branch, in cooperation with various program entities within DSS, has responsibility for major automation initiatives in the areas of information systems planning, development and implementation. These responsibilities include: (1) evaluating existing operational systems, (2) documenting user requirements, (3) preparing systems specifications, (4) preparing Advance Planning Documents (APD) and Requests for Proposals (RFP), (5) planning systems acquisition strategy for the development and implementation of new systems, (6) designing, testing, documenting, implementing new systems, (7) coordinating systems development activities with departmental users and federal sponsors and (8) project management.

The organization is composed of Project Management teams. Each team consists of program users and technical specialists that are experts in specific management and support functions relative to the system management project. The teams have a dynamic composition. At each stage of the System Development Life Cycle, team composition may change as dictated by the management and technical expertise required.

Major initiatives of the Information Resource Management Development and Acquisitions Branch during the past year included the following:

1. Electronic Parent Locator Network (EPLN). The Department of Health and Human Services approved the EPLN Advance Planning Document for the operation of this system on May 19, 1989. The federal approval allows DSS, as the seat agency for EPLN, operational authority with Federal Financial Participation within Region IV and also, authority to add Virginia to the EPLN as a new state. Further EPLN expansion requires federal approval based on costs and benefits to the federal and individual state governments. Ohio received federal approval for and did join EPLN effective October 1, 1989. EPLN has operated as a system within Information Resource Management Development and Acquisitions since October 1, 1985 when DSS was awarded a grant by the federal Office of Child Support Enforcement. The system was developed as a joint venture of the eight southeastern states in Region IV under a contract with CSX Technologies. Affiliated Computer Systems (ACS) National Systems is currently the contractor for the facilities management, operation and expansion of EPLN. DSS, as the seat agency, provides the project manager for EPLN. Throughout 1991, EPLN presentations were given to a number of states and demonstrations were made at national and regional conferences in an attempt to attract other states to participate in EPLN and thereby expand the system.
2. JOBS Automated System (JAS). An Advance Planning Document ("Planning" APD) was prepared on behalf of the South Carolina Work Support Services Program to enhance the Work Support Services Client Tracking System to meet the requirements of the Family Support Act of 1988. Federal approval of the "Planning" APD was received and federally established requirements for electronic data exchange of specific data elements and record formats were incorporated into the existing Work Support Services Tracking System; however, full design, development and programming for the JOBS Automated Systems (JAS) has not been completed due to funding limitations. An Implementation Advance Planning Document (IAPD) was prepared that identified a resource requirement of seven programmers and analysts for a period of nine (9) months to complete JAS. Funding for this resource was not available. Currently, two (2) contract analysts maintain the existing system and provide limited resource to the design of JAS.
3. Specifications for Computer-Aided Software Engineering (CASE) Tools. A project was undertaken by Information Resource Management Systems Development and Acquisitions to define the requirements necessary to provide the staff of the Division of Information Resource Management with CASE tools for the purpose of planning, design, development and maintenance of application systems within DSS. The specifications for the needed CASE technology were developed and approved for competitive bid by the Materials Management Office. However, funding limitations prevented the release of these specifications at the time of approval. These specifications are still available and may be used with appropriate approvals and funding to provide CASE technology at DSS.

4. Direct Mail Issuance (DMI) for the Food Stamp Program. In July 1991, a study group was established to determine the impact and cost if DSS assumed total responsibility for the issuance of all food stamp coupons from the state office using Direct Mail Issuance (DMI) procedures and without using the existing contractor. The study was completed in October 1991. Following an evaluation of options, resource requirements and alternatives, a requirements and implementation plan for DMI was prepared and submitted for action by the Board of the Department of Social Services. The Board approved the plan and directed its implementation at the meeting of the Board on January 3, 1992. The plan was published on January 6, 1992 requiring an implementation date of March 1, 1992 for DSS to begin issuing food stamp coupons at a facility to be acquired and using procedures, equipment and staff that were not available at the time the Board directed the action. The system was implemented as planned, on schedule and is currently providing all food stamp issuance in South Carolina.
5. Electronic Benefits Transfer (EBT) Project. The EBT Project was transferred to Information Resource Management Development and Acquisitions on April 1, 1992. Prior to this transfer, a number of initiatives had been started to implement EBT in South Carolina. A Planning APD had been approved by the Food and Nutrition Service (FNS) and the Administration for Children and Families (ACF) and an initial draft Request for Proposal has been presented to FNS and ACF. The RFP required major modifications for approval and the project required redirection from a demonstration project to an alternative method project based upon new "final rules" published in the Federal Register of April 1, 1992, addressing federal requirements for Electronic Benefits Transfer (EBT) systems. On April 28, 1992, the revised Request for Proposal was forwarded to both FNS and ACF. The Central Offices and the Southeast Regional offices of both agencies are currently reviewing the RFP for approval. It is anticipated that federal approval of the RFP will be obtained during the first quarter of the state FY 92-93, the bid process should then be completed by the end of the second quarter, a contractor can then be selected in the third quarter, and the pilot implementation of EBT will follow design, development and testing of the system in Darlington County. Federal regulations require a six-month pilot period to statewide implementation. Based upon a successful pilot in Darlington County, statewide implementation of EBT will follow. Currently, the EBT staff consists of a project manager only; however, four (4) additional staff members will be added to support the pilot and statewide implementation.

Treasurer

The Director of the Division of the Treasurer is responsible for the receipt, payment and accounting functions of the agency's state and county offices. The director has also established the fiscal system required for these functions. The office has four branches: Accounting and Control, Cash and Receivables Control, Fiscal Grants Management, and Payables.

Accounting and Control

The Accounting and Control Branch controls fiscal data at entry into the fiscal system to ensure that its data elements are compatible with the agency's fiscal system. The branch also monitors system output, and is responsible for fiscal reconciliation, and control of the agency's fiscal activity. The sections in this branch are Accounting and Fiscal Control.

The Accounting Section ensures that processed fiscal transactions meet department, state, and federal requirements. It also monitors and controls accountability in the fiscal records of all receipts, expenditures and transfers. Other duties are to monitor the State Appropriations Bill and directives of the Comptroller General and State Auditor's Office to see that adequate state, federal and other funds are available at the time of payment and if not, recommend that transfers be prepared or alternate sources of funding be utilized.

Fiscal Control duties include the following: ensuring fiscal transactions are controlled and submitted as required by the Management Accounting and Control System; inspecting, balancing, signature approval of payment batches, including check remittance advices (payment records) generated by the Division of Information Resource Management, and recording batches, control and mailing of approximately 1,102,000 special payment, public assistance, contingent and foster home checks issued by the State Treasurer; and coordinating batch record keeping for various programs and service payments with data processing for the 46 counties and foster home parents.

Cash and Receivables Control

This branch controls the receipt of cash, accounts receivable and child support revenues for clients, custodians, providers of services, contractors, vendors and employees and financial technical assistance to county offices.

Revenues and collections are received by the county DSS offices, county clerks of court and the state office. The Cashier, Division of the Treasurer, maintains internal control over all cash receipts.

The branch is divided into three sections: Receivables, Recoupment, and Technical Assistance. The Receivables Section is involved primarily with establishing, changing and recording payments related to accounts receivable and debts due the agency. This includes county food stamp and AFDC activities in the CHIP (Client History Information Profile) system and other receivable activities such as disaster claims requiring daily analysis and input.

The Recoupment Section's primary responsibilities include collection activities related to area adoption offices, state tax intercept receipts and Medicaid receipts from county DSS offices as well as alternate cashier's duties. Policy and procedures related to accounts receivable and systems interface are included in this sections's responsibilities.

The Technical Assistance Section provides on-site visits to DSS county offices regarding maintenance of accounting records. Training is held for county office employees on the use of

Accounting Partner III on the PC. Additional activity relates to daily inquiries and CIRS reviews and maintenance of the county accounting manual.

Central Claims

This branch controls the activities related to collection of delinquent accounts receivable for Aid to Families with Dependent Children (AFDC) and Food Stamp programs generated by all forty-six (46) DSS county offices and includes technical assistance to county offices regarding CHIP (AFDC and Food Stamp) claims.

Delinquent AFDC and Food Stamp claims are transferred by data entry from DSS county offices each month using procedures outlined in the CHIP claims manual. The Central Claims Unit assumes responsibility for collection when the claim is transferred. Demand letters are mailed on all delinquent accounts offering administrative review and terms for debt repayment. The penalty for nonpayment includes referral to the State Tax Commission for tax intercept of any balance due.

Payments on all delinquent AFDC and Food Stamp accounts are posted by the Central Claims Unit to the Client History Information Profile (CHIP) system for cash and Tax Commission IDT as prescribed. Uncollectible accounts will be removed from the CHIP claims system after all collection action has been exhausted or the claim is unsubstantiated.

Close cooperation with the Division of Information Resource Management is necessary for processing claim information in the CHIP system, including additions and improvements.

Fiscal Grants Management

The Fiscal Grants Management Branch is responsible for fiscal management, reporting and control of all special grants, purchased social services contracts, and processing of payment on agency employee payroll, economic and social service programs. The function includes reviewing and processing payment for approximately 600 contracted social services providers and approximately 170 Child Care and Adult Feeding providers, Summer Child Care Feeding Program for approximately 50 sponsors, analyzing and reporting on expenditure trends and projections, reviewing budgets for contracts and other grants, reviewing field audits on contracts and other grants, and maintaining and reconciling accounting records.

The Fiscal Grants Management Branch is divided into three sections: Fiscal Review and Analysis, Fiscal Records and Reporting, and Formula Grants.

The Fiscal Review and Analysis Section is responsible for the review of Block Grants, State, IV-D, IV-B, Refugee Resettlement, Commodities, IV-E, Child Care, the Summer Food Service Program, USDA-Workfare, Family Violence and other funded purchases of social service budget proposals, grants, contracts and amendments. The section is also responsible for the multiple tasks of fiscal review of reimbursement requests and review of field audits on contracts.

The Fiscal Records and Reporting Section is responsible for initially setting up and then maintaining contracts for payment

into the automated accounting system, posting of payments using a personal computer, processing of payments, maintaining and reconciling all transactions posted to the automated accounting system, financial reporting on all programs, the processing of FEMA disaster relief payments, monthly reporting for Job Training Partnership Act grants, and implementing accounting policies and procedures for the Work Support Services Program agreements and fiscal approval of payments within the guidelines of the Family Support Act of 1988.

The Formula Grants Section is responsible for three different sets of job functions:

1. Processing of the agency employee payroll, fringe benefits, direct deposit transactions, insurance IDT's and quarterly employer contributions report.
2. Processing of payrolls for Aid to Families with Dependent Children (AFDC), AFDC-Unemployed Parent, optional supplement, foster home, refugee resettlement and child support programs; monthly reconciliations on transactions to reconcile with the agency accounting system (MACS); and processing all cancellations each month made on CHIP and CIS systems on public assistance programs.
3. Processing of payments for adoption and birth parent services, adult protective services emergency fund, caretaker services, medical payments for handicapped children, child support, teen companion, work support, independent living skills, food stamp employment and training payrolls, and other miscellaneous payments.

The section is also responsible for check cancellations and refunds that occur in various programs.

Payables

The Payables Branch is responsible for financial management of controlling the processing general vendor payments, travel expenses and cost reports, in addition to coordinating collections, reconciling, forecasting, and reporting on financial matters. This branch is responsible for the preparation of Generally Accepted Accounting Principles (GAAP) reports for accounts payable and operating lease closing packages. The branch is responsible for establishing fiscal policies and procedures.

The Payables Branch is divided into two major sections: County Expense Payables and Contingent Payables.

The County Expense Payables Section is responsible for control and processing of payments for expenses related to county facilities and miscellaneous administrative expenses. The section is constantly involved with county offices and county government officials to explain the makeup of the County Administrative Expense Program funding procedures. The section also processes payments for direct operations, hospital worker contracts, attorney fees, bank verification fees, leased vehicles, and Project Fair rebates to county offices.

The Contingent Payables Section is responsible for control and processing of all agency bills and invoices other than those

handled by the County Expense Payables Section and the Fiscal Grants Management Branch. The section is responsible for general vendor payments, travel vouchers, direct billing for lodging and airline tickets. The section coordinates the receipt and processing of requisitions, purchase orders, receiving reports and invoices for payment.

The Fiscal Grants Section is responsible for three different sets of job functions:

1. Processing of the agency employee payroll, fringe benefits, direct deposit transactions, insurance, IT's and quarterly employer contribution reports.
2. Processing of payrolls for Aid to Families with Dependent Children (AFDC), Adult-Dependent Parent, optional supplement, foster care, foster residential and child support programs; monthly reconciliations of transactions to reconcile with the agency accounting system (WAS); and processing all cancellations each month made on GIP and CIS systems on public assistance benefits.
3. Processing of payments for adoption and birth parent services, adult protective services emergency fund, caretaker services, medical payments for handicapped children, child support, teen cooperation, work support, independent living skills, food stamp employment and training payrolls, and other miscellaneous payments.

The section is also responsible for check cancellations and refunds that occur in various programs.

Payables

The Payables Branch is responsible for financial management of controlling the processing general vendor payments, travel expenses and cost reports, in addition to coordinating collections, reconciling, forecasting, and reporting on financial matters. This branch is responsible for the preparation of generally accepted accounting principles (GAAP) reports for accounts payable and operating lease closing packages. The branch is responsible for establishing reconciliations and procedures.

The Payables Branch is divided into two major sections: County Expense Payables and Government Payables.

The County Expense Payables Section is responsible for control and processing of payments for expenses related to county facilities and miscellaneous administrative expenses. The section is constantly involved with county officers and county government officials to explain the terms of the County Administrative Expenses Program funding procedures. The section also processes payments for direct operations, hospital worker contracts, attorney fees, bank verification fees, leased vehicles, and project fees related to county officers.

The Government Payables Section is responsible for control and processing of all agency bills and invoices other than those

TABLE 1
AID TO FAMILIES WITH DEPENDENT CHILDREN (AFDC)
APPLICATIONS
FISCAL YEAR 1991-92

State/County	Received	Approved ¹	Denied
State Total	53,561	75,196	27,221
Abbeville	337	592	154
Aiken	2,548	2,285	1,564
Allendale	329	721	130
Anderson	1,609	1,969	1,020
Bamberg	326	833	92
Barnwell	480	822	180
Béaufort	1,070	1,406	665
Berkeley	1,270	1,839	848
Calhoun	248	410	100
Charleston	4,451	5,486	2,536
Cherokee	718	951	314
Chester	553	880	243
Chesterfield	380	953	130
Clarendon	709	1,343	325
Colleton	742	1,249	388
Darlington	1,257	2,011	549
Dillon	738	1,457	357
Dorchester	1,172	1,442	592
Edgefield	366	561	158
Fairfield	633	757	283
Florence	2,056	3,698	991
Georgetown	1,234	1,190	671
Greenville	3,428	5,003	1,762
Greenwood	878	1,128	449
Hampton	539	689	274
Horry	2,197	2,684	1,015
Jasper	393	543	203
Kershaw	897	722	627
Lancaster	788	1,217	355
Laurens	980	1,345	396
Lee	501	917	227
Lexington	2,498	2,241	1,507
McCormick	209	278	82
Marion	764	1,401	302
Marlboro	797	1,245	369
Newberry	428	813	151
Oconee	506	501	224
Orangeburg	1,667	3,528	609
Pickens	820	777	369
Richland	3,479	5,366	1,920
Saluda	172	319	71
Spartanburg	3,607	4,344	1,639
Sumter	1,806	3,213	886
Union	502	768	206
Williamsburg	739	1,457	285
York	1,740	1,842	1,003

1 Includes applications, recertifications and reviews.

Source: Research and Analysis, Division of Planning and Research,
S.C. Department of Social Services.

TABLE 2
AID TO FAMILIES WITH DEPENDENT CHILDREN (AFDC)
APPLICATIONS DENIED OR OTHERWISE TERMINATED, BY REASON
FISCAL YEAR 1991-92

APPLICATIONS DENIED		
	Total	Percentage of Total
State Total	19,856	100.00
REASON		
Application opened in error	688	3.46
Opened/closed case with claim	41	0.21
Change in law/policy	1	0.01
Child Support - extended Medicaid	1	0.01
Deemed parent income	39	0.20
Earned income - extended Medicaid	20	0.10
Failed to complete interview	2,484	12.51
Failed to furnish information	2,179	10.97
Failed to complete review	74	0.37
Failed to provide information	5,869	29.56
No eligible household members	339	1.71
Increase - earned income	29	0.15
Income (Gross) exceeds limits	2,140	10.78
Incomplete monthly report	21	0.11
Income (Net) meets/exceeds requirements	2,102	10.59
Increase income/pensions	4	0.02
Loss of disregards - sanctioned	2	0.01
Lump sum ineligibility	38	0.19
Failed to file monthly report	4	0.02
No eligible child	326	1.64
Not deprived of parental support	390	1.96
Not incapacitated/disabled	120	0.60
Non-resident	319	1.61
Possible benefit/failed to apply	18	0.09
Procedural requirements	1,391	7.01
No primary wage earner	13	0.06
Resources	678	3.41
Not separate food stamp household	1	0.01
Support person inside home	4	0.02
Strike participation	1	0.01
Specified relative not verified	38	0.19
SSN - refuse/fail furnish/apply	7	0.03
Stepparent income	78	0.39
Transfer of resources	2	0.01
Voluntary quit	9	0.04
Verification - failed to provide	375	1.89
Work registration refuse/fail to comply	6	0.03
Other denial reason	5	0.02

APPLICATIONS OTHERWISE TERMINATED		
	Total	Percentage of Total
State Total	7,365	100.00
REASON		
Death	5	0.07
Cannot locate	136	1.85
Voluntary withdrawal	7,224	98.08

Source: Research and Analysis, Division of Planning and Research,
S.C. Department of Social Services.

TABLE 3
AID TO FAMILIES WITH DEPENDENT CHILDREN (AFDC)
CASES CLOSED, BY REASON
FISCAL YEAR 1991-92

	Total	Percentage of Total
State Total	36,538	100.00
REASON		
Application opened in error	311	0.85
Opened/closed case with claim	7	0.02
Cannot locate	626	1.71
Changes in law/policy	1	0.01
Child Support - extended Medicaid	200	0.55
Death	48	0.13
Household disqualified for fraud	4	0.01
Disregard loss-extended medicaid	74	0.20
Deemed parent income	39	0.11
Earned income - extended Medicaid	5,173	14.16
Failed to furnish information	1,977	5.41
Failed to complete review	949	2.60
No eligible household members	880	2.41
Increase - earned income	63	0.17
Income (Gross) exceeds limits	2,546	6.97
Incomplete monthly report	8	0.02
Income (Net) meets/exceeds requirements	3,113	8.52
Increase income/pensions, etc.	79	0.22
Loss of disregards - sanctioned	640	1.75
Lump sum ineligibility	356	0.97
Failed to file monthly report	9,328	25.53
No eligible child	1,295	3.54
Not deprived of parental support	601	1.64
Not incapacitated/disabled	150	0.41
Non-resident	1,450	3.97
Possible benefit/failed to apply	26	0.07
Procedural requirements	3,439	9.41
No primary wage earner	4	0.01
Refused to cooperate	4	0.01
Resources	258	0.71
Removal of \$30 + 1/3	16	0.04
Semi-annual review not complete	130	0.36
Support - person inside home	20	0.05
Support - person outside home	5	0.01
Specified relative not verified	11	0.03
SSN - refuse/fail furnish/apply	39	0.11
Stepparent income	146	0.40
Voluntary quit	24	0.07
Verification - failed to provide	299	0.82
Voluntary withdrawal	2,107	5.77
Work registration refuse/fail to comply	80	0.22
Other closure reasons	12	0.03

Source: Research and Analysis, Division of Planning and Research,
S.C. Department of Social Services.

TABLE 4
AID TO FAMILIES WITH DEPENDENT CHILDREN (AFDC)
FISCAL YEAR 1991-92

State/County	AFDC-Basic				AFDC-Unemployed Parent			
	Average Per Month			Total Payments ¹	Average Per Month			Total Payments ²
	Cases	Children	Total Recip- ients		Cases	Child- ren	Total Recip- ients	
State Total	47,730	95,710	133,657	\$115,354,984	650	1,526	2,746	\$1,989,855
Abbeville	370	694	991	897,000	9	21	39	27,839
Aiken	1,395	2,830	4,006	3,441,016	32	69	131	95,181
Allendale	504	1,098	1,516	1,250,368	11	28	48	34,791
Anderson	1,180	2,315	3,242	2,814,143	21	43	83	60,989
Bamberg	542	1,114	1,534	1,313,112	8	19	33	21,454
Barnwell	531	1,099	1,540	1,314,418	19	45	80	56,022
Beaufort	983	1,958	2,703	2,378,564	7	17	31	25,193
Berkeley	1,211	2,432	3,448	2,969,009	9	23	41	31,107
Calhoun	270	482	671	614,233	4	6	14	9,671
Charleston	3,480	7,794	10,531	8,606,259	5	9	17	13,487
Cherokee	572	1,141	1,606	1,368,995	4	12	19	12,120
Chester	569	1,215	1,706	1,481,636	18	41	75	54,570
Chesterfield	614	1,234	1,726	1,515,827	14	37	63	46,131
Clarendon	918	1,765	2,504	2,125,485	25	62	108	73,125
Colleton	850	1,634	2,283	2,006,172	8	20	35	24,678
Darlington	1,326	2,607	3,672	3,283,620	25	64	112	82,973
Dillon	972	1,961	2,760	2,365,157	24	46	92	67,660
Dorchester	885	1,666	2,391	2,079,739	12	31	53	38,452
Edgefield	353	758	1,055	916,087	7	20	35	22,982
Fairfield	467	923	1,281	1,135,469	17	48	80	51,649
Florence	2,429	4,872	6,800	5,956,796	38	85	157	107,054
Georgetown	736	1,603	2,146	1,785,052	8	22	37	23,491
Greenville	3,316	6,207	8,835	7,744,054	27	49	99	77,465
Greenwood	735	1,422	2,037	1,775,742	11	26	45	30,821
Hampton	442	1,023	1,366	1,104,517	4	9	17	13,794
Horry	1,587	3,104	4,370	3,638,860	1	2	4	3,829
Jasper	362	736	992	812,607	1	2	4	3,198
Kershaw	434	837	1,189	1,035,875	7	15	29	22,076
Lancaster	807	1,655	2,351	1,974,240	6	14	25	19,187
Laurens	873	1,667	2,401	2,065,697	25	58	104	73,744
Lee	630	1,304	1,764	1,540,413	8	26	40	29,019
Lexington	1,157	2,164	3,131	2,643,362	27	57	108	80,474
McCormick	170	290	417	377,737	2	5	8	6,344
Marion	854	1,733	2,360	2,039,644	2	4	8	5,850
Marlboro	726	1,405	1,967	1,738,970	23	59	104	72,770
Newberry	526	1,019	1,436	1,273,140	14	34	61	43,892
Oconee	287	560	781	672,714	2	5	8	6,480
Orangeburg	2,511	4,991	6,927	6,013,185	30	62	118	83,444
Pickens	435	781	1,116	957,288	4	7	14	11,005
Richland	3,362	6,902	9,513	8,329,896	27	63	113	88,976
Saluda	213	428	579	516,726	1	2	4	2,632
Spartanburg	2,366	4,709	6,592	5,725,841	32	70	129	100,826
Sumter	2,181	4,372	6,129	5,325,452	38	109	181	131,704
Union	451	818	1,176	1,071,167	13	27	50	34,869
Williamsburg	1,038	2,156	2,971	2,557,288	7	17	30	21,126
York	1,110	2,232	3,145	2,802,412	13	36	60	45,711

1 Includes supplemental and retroactive payments of \$9,861,423.

2 Includes supplemental and retroactive payments of \$196,704.

Source: Research and Analysis, Division of Planning and Research,
S.C. Department of Social Services.

TABLE 5
FOOD STAMP APPLICATIONS
FISCAL YEAR 1991-92

State/County	Applications Received	Approved ¹	Applications Denied
State Total	143,124	192,535	62,859
Abbeville	1,025	1,400	474
Aiken	5,122	5,206	3,030
Allendale	619	1,362	271
Anderson	4,460	5,253	2,162
Bamberg	790	1,639	281
Barnwell	1,076	1,873	391
Beaufort	2,861	3,734	1,818
Berkeley	4,077	5,056	2,355
Calhoun	678	967	234
Charleston	12,664	14,525	6,963
Cherokee	1,790	2,209	676
Chester	1,598	2,456	705
Chesterfield	1,886	3,274	714
Clarendon	2,068	3,558	732
Colleton	1,797	2,782	954
Darlington	3,019	4,550	1,182
Dillon	2,030	3,611	675
Dorchester	2,740	3,681	1,065
Edgefield	876	1,385	250
Fairfield	1,375	2,001	618
Florence	5,257	8,291	2,168
Georgetown	3,126	3,676	1,321
Greenville	10,150	12,585	4,168
Greenwood	2,294	2,921	943
Hampton	912	1,289	484
Horry	7,924	9,688	2,509
Jasper	854	1,324	474
Kershaw	2,416	2,361	1,349
Lancaster	2,919	3,197	1,397
Laurens	2,685	3,484	821
Lee	1,162	2,367	443
Lexington	4,584	5,207	2,136
McCormick	493	738	153
Marion	2,629	4,288	893
Marlboro	2,029	2,894	860
Newberry	1,347	2,403	501
Oconee	1,689	2,036	533
Orangeburg	5,060	8,166	1,871
Pickens	2,545	3,118	750
Richland	9,152	12,299	5,064
Saluda	719	1,031	264
Spartanburg	7,706	9,907	2,967
Sumter	5,153	7,635	2,122
Union	1,299	1,914	456
Williamsburg	2,317	4,085	822
York	4,152	5,109	1,840

1. Includes applications, recertifications and reviews.

Source: Research and Analysis, Division of Planning and Research,
S.C. Department of Social Services.

TABLE 6
FOOD STAMP PROGRAM
FISCAL YEAR 1991-92

State/County	Average Per Month		Total Benefits
	Households	Persons	
State Total	127,796	357,318	\$285,351,203
Abbeville	992	2,497	1,994,029
Aiken	3,542	9,903	8,144,831
Allendale	1,069	3,089	2,453,469
Anderson	3,589	9,585	7,464,330
Bamberg	1,240	3,712	2,686,029
Barnwell	1,421	4,033	3,070,426
Beaufort	2,548	7,385	6,282,611
Berkeley	3,237	9,696	8,029,466
Calhoun	715	2,038	1,525,525
Charleston	9,015	26,808	22,651,647
Cherokee	1,462	4,130	3,188,399
Chester	1,647	4,691	3,743,847
Chesterfield	2,242	5,668	4,213,200
Clarendon	2,534	7,228	5,342,254
Colleton	1,964	5,674	4,294,759
Darlington	3,201	9,310	7,134,222
Dillon	2,539	7,503	5,657,060
Dorchester	2,402	6,664	5,376,196
Edgefield	865	2,572	1,942,952
Fairfield	1,334	3,622	2,883,759
Florence	5,705	16,734	13,177,016
Georgetown	2,501	7,456	5,828,050
Greenville	8,279	21,409	18,151,143
Greenwood	1,947	5,263	4,196,880
Hampton	960	3,035	2,218,981
Horry	5,827	16,098	12,710,119
Jasper	982	2,794	2,127,226
Kershaw	1,370	3,643	2,852,941
Lancaster	2,007	5,717	4,755,898
Laurens	2,346	6,225	4,958,317
Lee	1,674	5,018	3,653,759
Lexington	3,009	8,389	6,952,258
McCormick	465	1,141	869,605
Marion	2,905	7,365	5,425,624
Marlboro	1,770	4,812	3,733,251
Newberry	1,653	4,249	3,224,003
Oconee	1,358	3,487	2,604,006
Orangeburg	5,827	16,224	12,989,215
Pickens	1,966	5,058	3,966,481
Richland	8,274	23,125	19,985,858
Saluda	647	1,851	1,304,017
Spartanburg	6,135	16,145	13,119,856
Sumter	5,250	15,513	12,127,233
Union	1,247	3,177	2,437,586
Williamsburg	3,089	8,604	6,467,174
York	3,045	8,978	7,435,695

Source: Research and Analysis, Division of Planning and Research,
S.C. Department of Social Services.

TABLE 7
ASSISTANCE PAYMENTS FROM LOCAL FUNDS
FISCAL YEAR 1991-92

State/County	Total Payments	Medical Payments	Foster Home Care For Children	All Other Payments
State Total	\$533,330	\$157,070	\$111,394	\$264,866
Abbeville	12,866	219	236	12,411
Aiken	3,868	227	3,048	593
Allendale	4,021	1,074	98	2,849
Anderson	9,888	1,432	88	8,368
Bamberg	4,897	155	-	4,742
Barnwell	9,512	4,219	849	4,444
Beaufort	33,780	4,555	5,043	24,182
Berkeley	2,527	478	1,520	529
Calhoun	2,253	179	46	2,028
Charleston	30,548	266	27,476	2,806
Cherokee	1,868	1,625	243	-
Chester	17,788	7,047	2,557	8,184
Chesterfield	-	-	-	-
Clarendon	6,752	2,623	-	4,129
Colleton	9,133	2,537	2,952	3,644
Darlington	40,530	37,880	2,650	-
Dillon	22,725	6,736	1,408	14,581
Dorchester	10,868	1,200	1,214	8,454
Edgefield	2,260	821	737	702
Fairfield	6,902	4,878	961	1,063
Florence	7,952	3,289	-	4,663
Georgetown	2,744	1,530	701	513
Greenville	4,612	515	3,213	884
Greenwood	505	224	-	281
Hampton	6,499	584	4,904	1,011
Horry	15,809	6,361	-	9,448
Jasper	2,861	726	442	1,693
Kershaw	44,083	3,453	-	40,630
Lancaster	6,114	1,145	3,304	1,665
Laurens	6,827	5,008	1,819	-
Lee	2,124	2,124	-	-
Lexington	6,632	1,427	1,416	3,789
McCormick	7,582	1,510	959	5,113
Marion	23,914	9,499	2,634	11,781
Marlboro	7,508	720	2,894	3,894
Newberry	8,221	1,203	-	7,018
Oconee	14,104	1,383	2,017	10,704
Orangeburg	5,796	1,607	2,612	1,577
Pickens	7,196	5,995	-	1,201
Richland	12,992	4,747	8,245	-
Saluda	2,639	915	222	1,502
Spartanburg	60,012	7,168	12,350	40,494
Sumter	10,144	1,021	6,399	2,724
Union	2,656	869	700	1,087
Williamsburg	7,137	6,331	617	189
York	23,681	9,565	4,820	9,296

Source: Research and Analysis, Division of Planning and Research,
S.C. Department of Social Services.

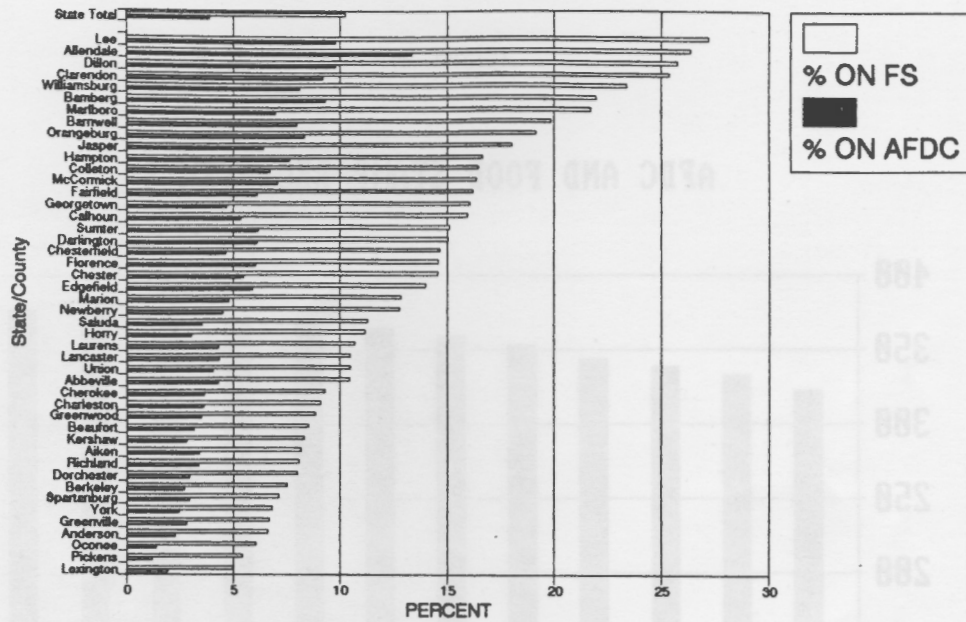
TABLE 8
PERCENT OF POPULATION RECEIVING FOOD STAMPS
AND AID TO FAMILIES WITH DEPENDENT CHILDREN (AFDC)
FISCAL YEAR 1991-92

State/County	Food Stamps	AFDC
State	10.25%	3.91%
Abbeville	10.46	4.32
Aiken	8.19	3.42
Allendale	26.35	13.34
Anderson	6.60	2.29
Bamberg	21.96	9.27
Barnwell	19.87	7.98
Beaufort	8.54	3.16
Berkeley	7.53	2.71
Calhoun	15.98	5.37
Charleston	9.09	3.58
Cherokee	9.28	3.65
Chester	14.58	5.54
Chesterfield	14.69	4.64
Clarendon	25.41	9.18
Colleton	16.51	6.74
Darlington	15.05	6.12
Dillon	25.77	9.80
Dorchester	8.02	2.94
Edgefield	14.00	5.93
Fairfield	16.25	6.10
Florence	14.63	6.08
Georgetown	16.10	4.71
Greenville	6.69	2.79
Greenwood	8.84	3.50
Hampton	16.68	7.60
Horry	11.18	3.04
Jasper	18.04	6.43
Kershaw	8.36	2.79
Lancaster	10.49	4.36
Laurens	10.72	4.31
Lee	27.22	9.78
Lexington	5.01	1.93
McCormick	12.87	4.79
Marion	21.73	6.99
Marlboro	16.39	7.05
Newberry	12.81	4.51
Oconee	6.06	1.37
Orangeburg	19.13	8.31
Pickens	5.39	1.20
Richland	8.09	3.37
Saluda	11.32	3.56
Spartanburg	7.12	2.96
Sumter	15.11	6.15
Union	10.47	4.04
Williamsburg	23.37	8.15
York	6.83	2.44

Source: Research and Analysis,
Division of Planning and Research,
S.C. Department of Social Services.

CHART 1

PERCENT OF POPULATION RECEIVING FOOD STAMPS/AFDC

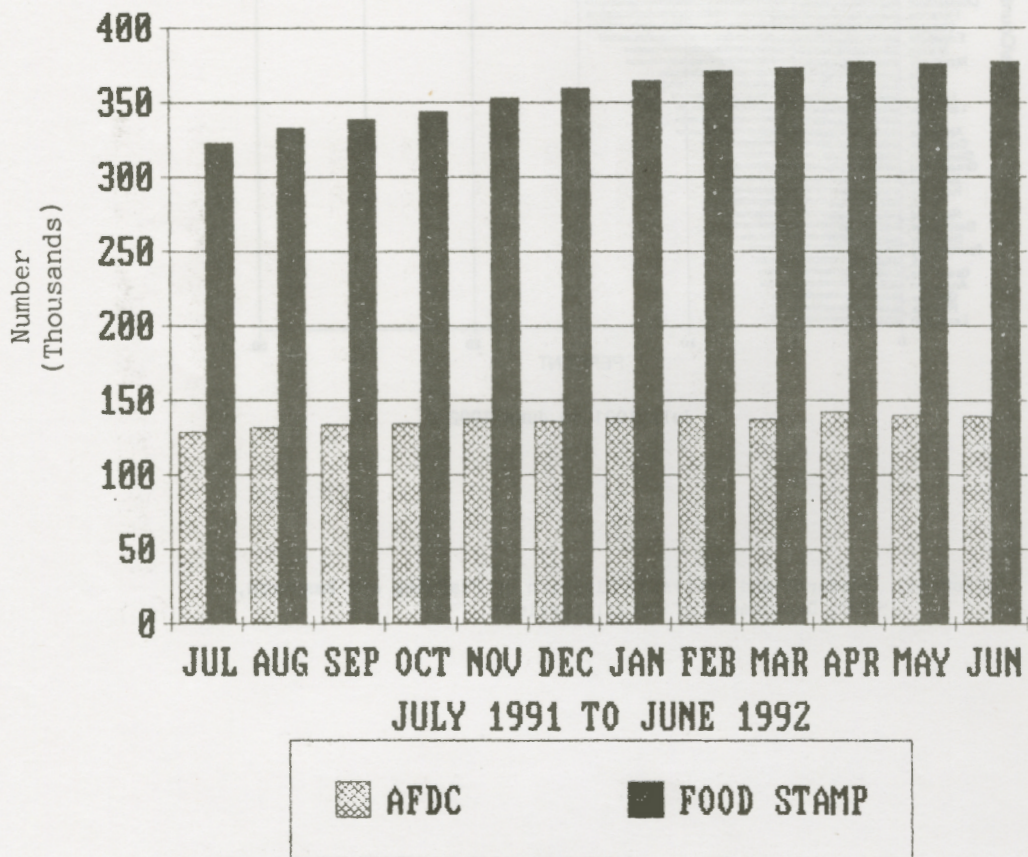


July 1991 to June 1992

Source: Research and Analysis, Division of Planning and Research,
S.C. Department of Social Services.

CHART 2

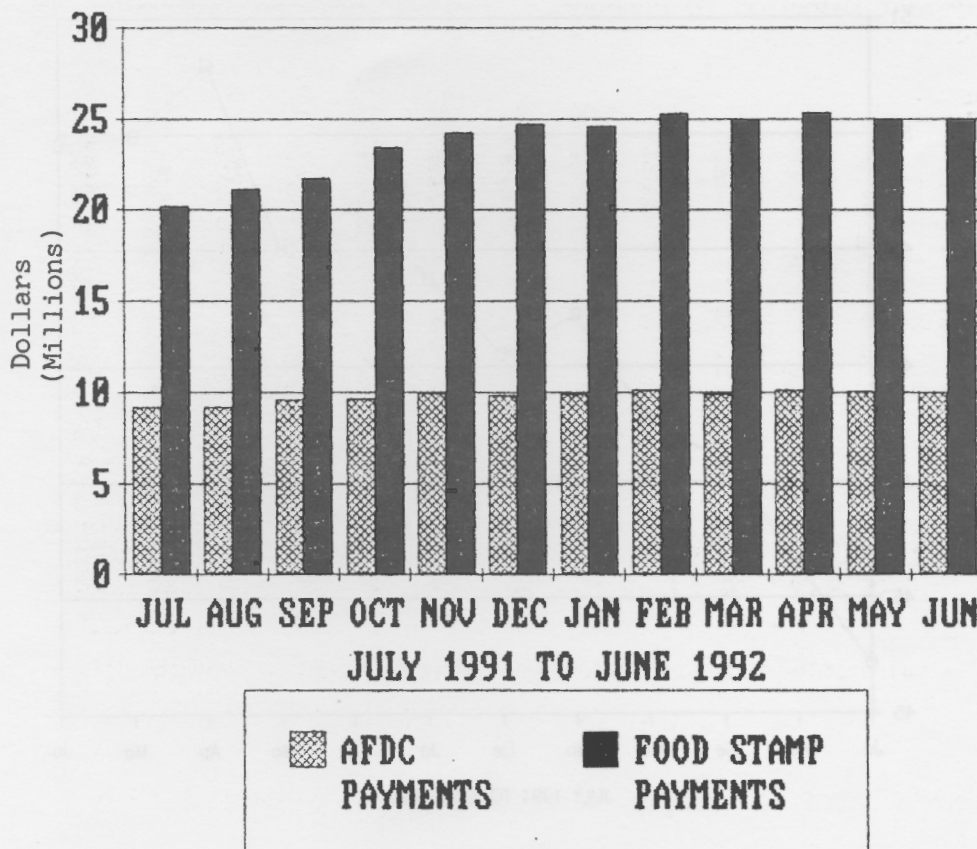
AFDC AND FOOD STAMP RECIPIENTS



Source: Research and Analysis, Division of Planning and Research, S.C. Department of Social Services.

CHART 3

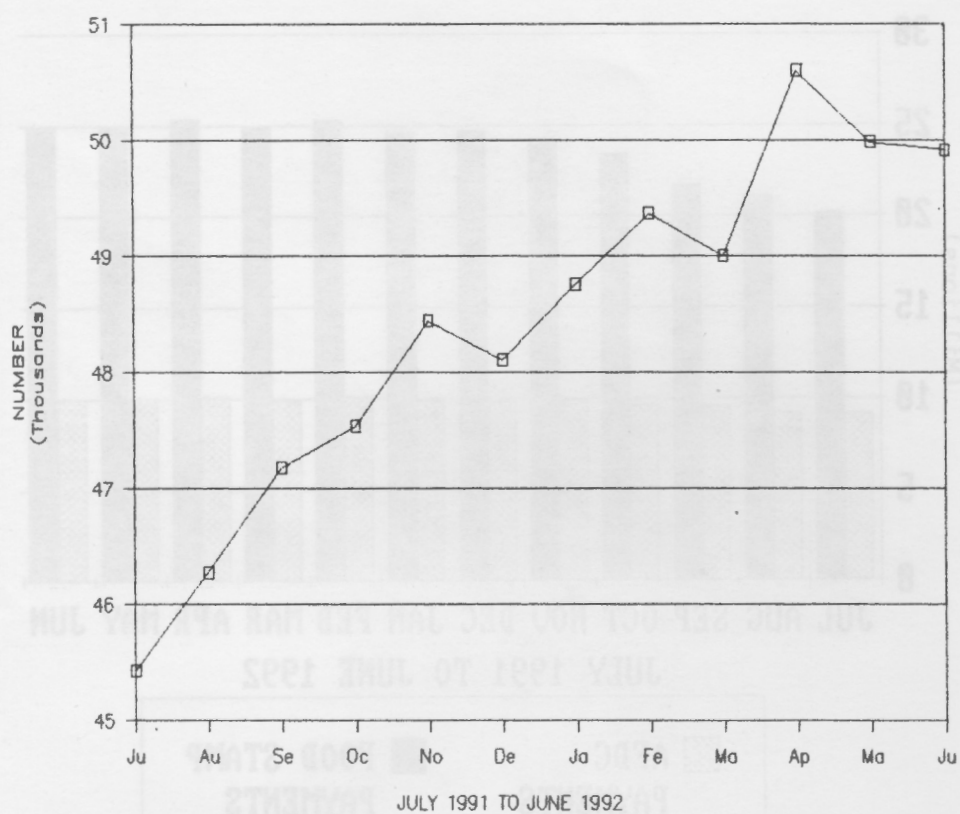
AFDC AND FOOD STAMP PAYMENTS



Source: Research and Analysis, Division of Planning and Research, S.C. Department of Social Services.

CHART 4

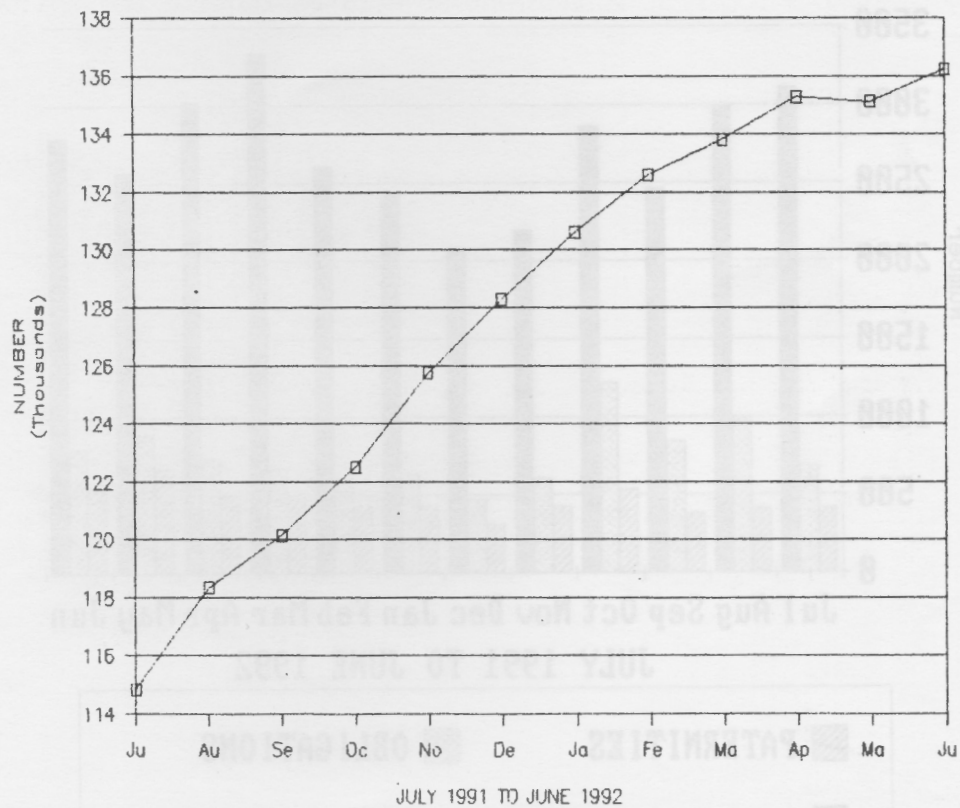
AFDC CASES



Source: Research and Analysis, Division of Planning and Research, S.C. Department of Social Services.

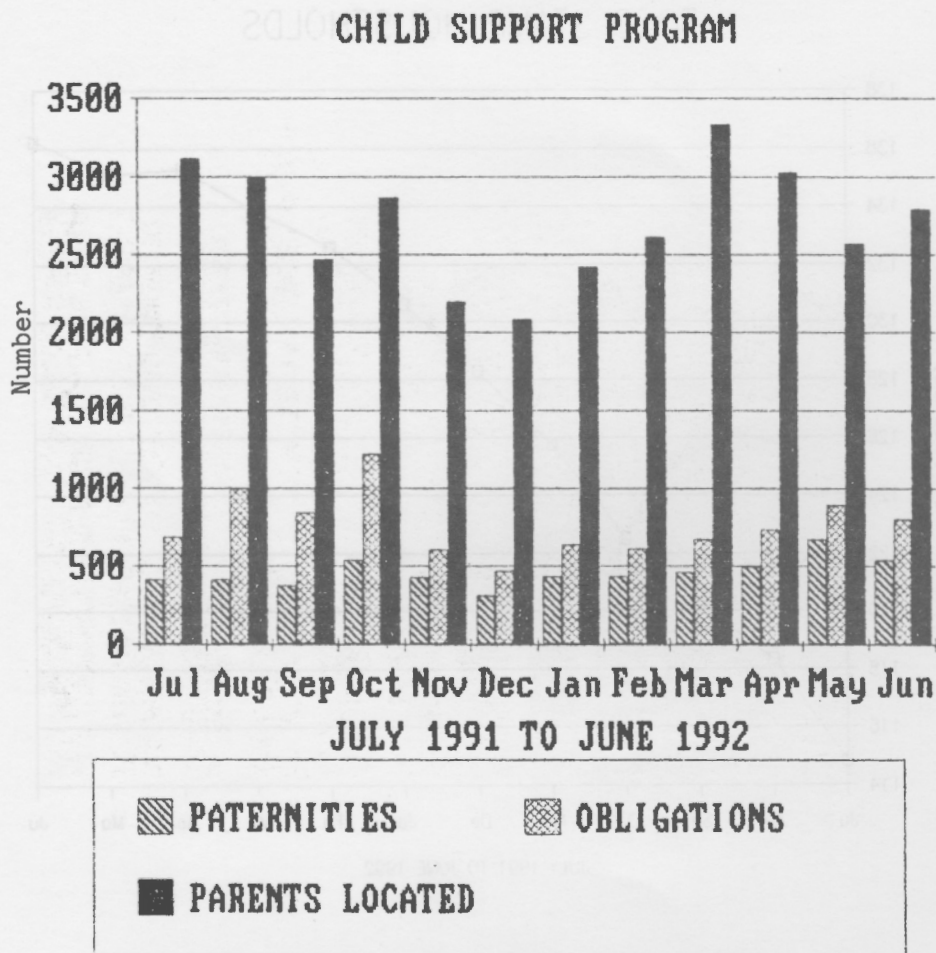
CHART 5

FOOD STAMP HOUSEHOLDS



Source: Research and Analysis, Division of Planning and Research, S.C. Department of Social Services.

CHART 6

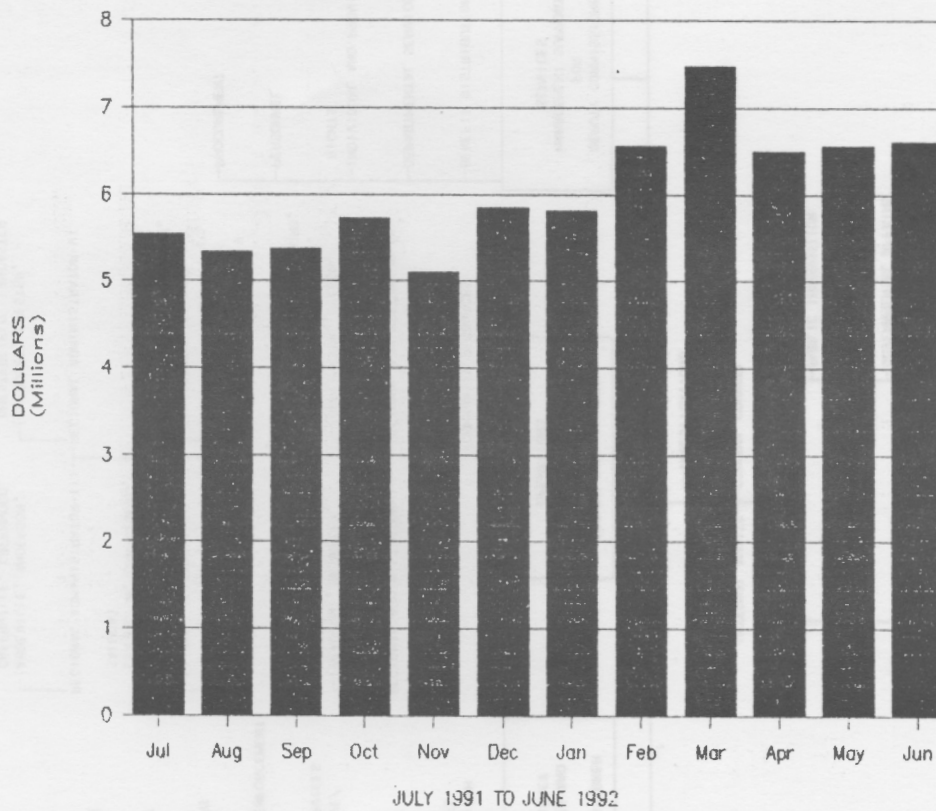


Source: Research and Analysis, Division of Planning and Research, S.C. Department of Social Services.



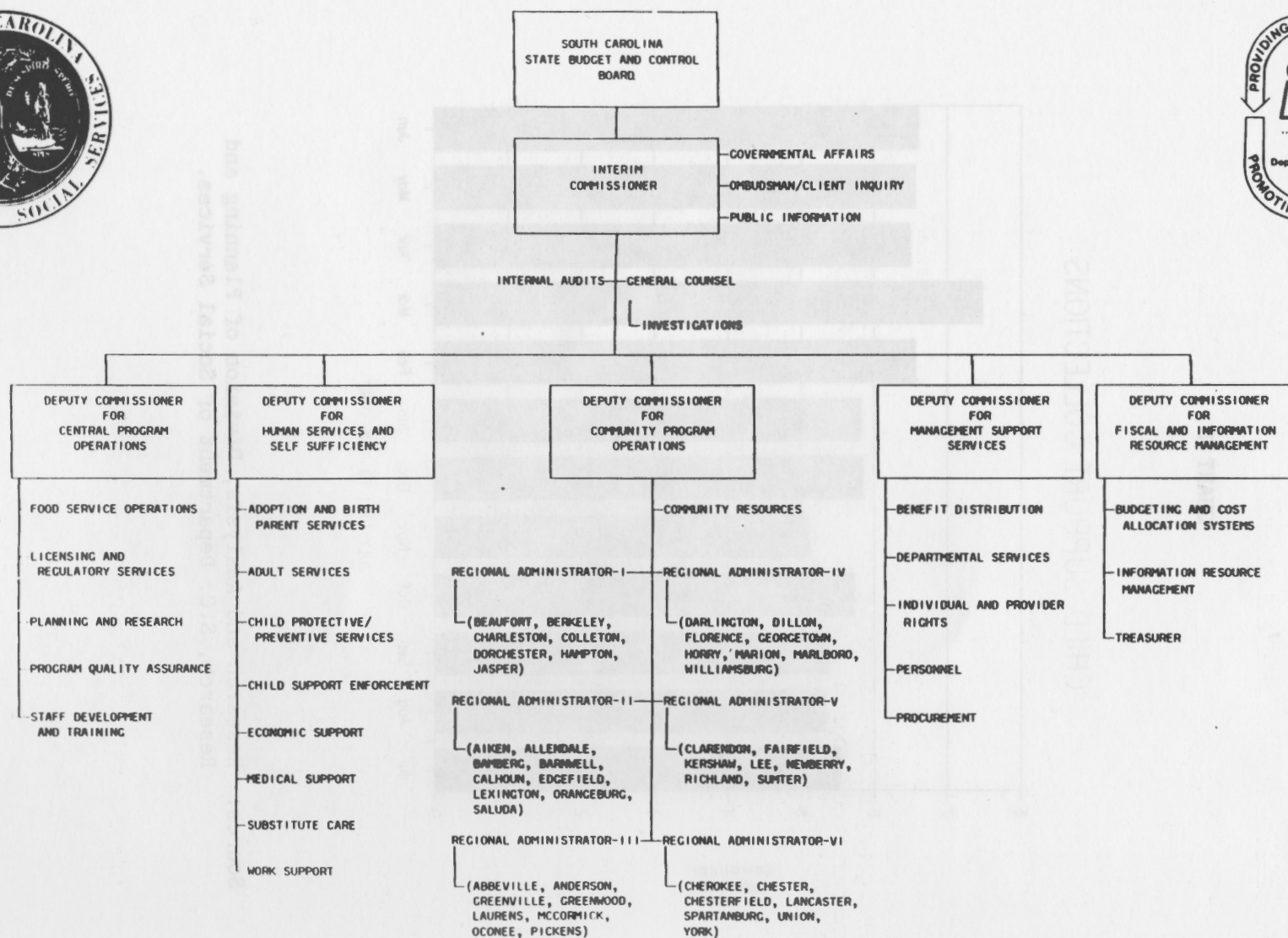
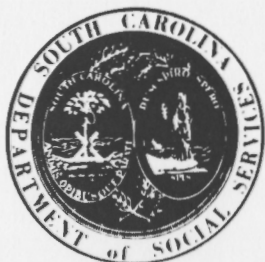
CHART 7

CHILD SUPPORT COLLECTIONS



Source: Research and Analysis, Division of Planning and Research, S.C. Department of Social Services.





JULY 1992

SC Department of Social Services
Statement of Expenditures
For Fiscal Year Ending June 30, 1992

ADMINISTRATION AND SERVICE DELIVERY

Agency Administration	\$25,448,809.75
County/Local Administration	24,504,325.64
Human Services	36,466,763.23
Social Services Block Grant	9,980,959.03
Child Welfare Services	9,034,866.25
Foster Care & Adoption Assistance IV-E	1,916,361.96
Refugee Resettlement	142,857.46
Child Support Enforcement	17,039,300.31
Economic Services	28,688,957.36
AFDC Admin	1,801,145.68
Food Stamps	6,084,840.94
Child Care Food Program	11,320,355.29
Medical Assistance Management	15,590,340.63
Emergency Food Assistance	629,588.00
Summer Food Program	6,306,685.52
State Legalization Impact Assistance Grant (SLAIG)	305,359.34
Jobs	5,189,330.72
Disaster Relief	-449.44-
Battered Spouse	1,014,673.18
	<hr/>
	\$201,465,070.85

ASSISTANCE PAYMENTS

AFDC	125,841,694.06
Foster Care & Adoption Assistance IV-E	4,689,831.13
General Assistance	11,905,507.18
Food Stamp Project Fair	1,474,825.61
Adult Protective Services	44,747.03
Foster Home Care	6,920,421.43
Child Support	58,247,877.69
Refugee Resettlement	59,277.29
Disaster Relief	-4,539.56-
Commodities	2,770,570.48
Food Stamp Issuance	285,351,203.00
	<hr/>
	497,301,415.34

Grand Total Expenditures

\$698,766,486.19



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Total Number of Documents Printed	255
Cost Per Unit	\$ 2.95
Printing Cost - S.C. State Budget & Control Board (up to 255 copies)	\$ 752.98
Printing Cost - Individual Agency (requesting over 255 copies and/or halftones)	\$
Total Printing Cost	\$ 752.98